WiredRed Software, Inc.

e/pop™

User Guide

Release 3.0

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Preface

About This User Guide

Welcome to e/pop™, a real-time communications application from WiredRed Software that allows you to communicate with your co-workers instantly. e/pop provides powerful capabilities such as instant messaging, chat and application sharing without a complicated setup or installation. Working with your company network, e/pop is the ultimate application for communications in the office.

Audience

The intended audience for this guide is the user at the client level. Some material will be of interest to administrator as well.

Releases Covered in this Guide

This guide covers Release 3.0 of WiredRed's e/pop client software.

What You Should Know

This guide assumes you have:

- Basic computer knowledge
- Experience using the keyboard and mouse
- Familiarity with Graphical User Interfaces (GUIs)
- An understanding of the Windows Operating System
- Familiarity with network protocols

What's New

WiredRed's e/pop 3.0 client software is the most comprehensive real-time communication product for collaboration. The new version is delivered with new and improved features and functionality including:

- instant messaging
- status
- groups
- chat
- voice conferencing

e/pop 3.0 Client

Table 1 lists a brief description of the new enhancements delivered with the e/pop 3.0 client.

Table 1
e/pop 3.0 enhancements

New	Description
Locations - connect to your office e/pop system from any location	The locations feature can connect to your office's e/pop server through any type of connection, from any location including a hotel, through firewalls, gateways and VPNs.
Improved messaging	Provides new functionality for selecting recipients while composing or forwarding messages.
Improved macro, shortcut and message storage history features	The macro, shortcut and message history features have been completely redesigned for improved performance and usability.
Complete support for Internet connections	e/pop's new routing architecture allows you to connect to your e/pop infrastructure using any type of connection (VPN, RAS and dial-up).
Integrated voice conferencing system	Provides both person-to-person voice chats or group voice conferences over your network.
Improved support for client/server and peer-to-peer connections	e/pop can operate in both peer-to-peer (P2P) mode as well as client/server for interconnecting over enterprise networks. Peer to peer supports IPX, TCP, UDP and multi-casting.

How this Guide is Organized

The basic user features and their tasks are described in this user guide and include the following:

- Instant Messaging
- Chat Conferencing
- Remote Control
- Application Sharing
- Remote Control
- Voice Conferencing

Table 2 provides a brief description of each section of the e/pop User Guide.

Table 2
User Guide Sections

Section	Description
Preface	Describes the organization of this User Guide, components, features and benefits of using e/pop.
Chapter 1: Getting Started with e/pop	Describes installing e/pop, including requirements, program files, and steps for installing and starting e/pop on a local computer.
Chapter 2: e/pop and the Directory	Describes the basic components of e/pop, including the main menu, the directory, basic features, and options.
Chapter 3: Using Instant Messaging	This chapter describes sending and receiving instant messages.
Chapter 4: Using Chat Conferencing	This chapter describes using chat conferencing.
Chapter 5: Using Remote Control	This chapter describes using the remote control feature of e/pop.
Chapter 6: Using Application Sharing	This chapter describes using the application sharing function of e/pop.
Chapter 7: Using Voice Conferencing	This chapter describes using the voice conferencing function of e/pop.
Chapter 8: Options	This chapter describes the options available for customizing e/pop client.

Components and Features

The e/pop application includes the following components and features:

Table 3
e/pop Components and Features

Feature	Description
Status and Presence	Automatically track the status and availability of co-workers using the status features of e/pop. A variety of short status messages can be displayed including away-from-the-desk, online and offline and user-specified messages.
Instant popup messaging	Send and receive popup messages on your network. Messages can be directed at individuals, groups, departments and network based objects. Frequently used messages can be converted into message macros. One click message responses can be accomplished through the instant reply button feature. Messages can be personalized with fonts, colors and graphics.
Text conferencing and chat	Create conferences with co-workers in chat meeting rooms. Multiple conference sessions can be operating simultaneously. Users can be selectively added or removed from the chat session. Message conversation can immediately become a chat session.
Application sharing	Share applications in a conference session for the purpose of presentations, demonstration or training. Application sharing provides the ability for many people to view the same application program over the network and interact with the application in real-time.
Remote control	Provide your support staff and help desk the ability to control the screen, keyboard and mouse of remote computers over the network with e/pop’s high performance remote control feature.
Voice conferencing	With e/pop's voice conferencing feature, you have the flexibility to set up a voice conference with your staff. Combine voice conferencing with application sharing and chat for training, presentations or brainstorming sessions.

Table 3
e/pop Components and Features

Feature	Description
Directory integration with NetWare and NT/2000 Server	e/pop's unique directory integration provides a network cross-platform solution that can communicate with objects on both NetWare and NT/2000 Domains simultaneously. Status is automatically shown next to each user in their respective network directory. For networks without a centralized server, e/pop provides it's own internal User's directory.
Options	e/pop includes internal options that include: choices for sound, fonts and other specific preferences.

Benefits of Using e/pop

Table 4 lists a brief description of the benefits you will enjoy using e/pop.

Table 4
Benefits of using e/Pop

Benefits	Description
Save time and increase productivity	Respond to co-worker and workgroup needs immediately.
Increase communication	Enjoy instant messaging, group chats and application sharing.
Increase efficiency	Help desk and support staff can diagnose problems quickly with the remote control and remote administration features.
Install easily	Works on NetWare, Windows NT/2000 and Windows-based networks, requiring no additional server hardware. e/pop automatically detects network information, simplifying implementation and administration.
Configure easily	Build your own custom application with convenient Control Panel features and security.
Customize for optimal performance	Use the various Options to further enhance and customize your e/pop.
Control availability	Use variety of status messages to communicate your availability to other e/pop users.
Ensure security	Prevent unauthorized use of any features with e/pop's integrated security features.

Additional Information and Support

WiredRed Support

To contact support, please visit our web site at:

`http://www.wiredred.com`

or send e-mail to:

`support@wiredred.com`

WiredRed Sales

For sales and product ordering information, please visit our web site at:

`http://www.wiredred.com`

or send e-mail to:

`sales@wiredred.com`

Chapter 1: Getting Started with e/pop

This chapter describes installing e/pop, including requirements, program files, and steps for installing and starting e/pop on a local computer.

Requirements

To install e/pop you must have the following:

Hardware

- Pentium or better
- 8 MB RAM minimum

Operating System

- Windows 95, 98, NT 4.0, Windows 2000, or Windows ME
  - Service Pack 3 and above for NT 4.0
- Updated COMCTL32 files from Microsoft (comes with Internet Explorer 4 and above) and can be downloaded from the WiredRed's Web site

Minimum network configuration

- Network card (attached to a local area network)
- IPX/SPX or TCP/IP protocol installed

Application Sharing/Remote Control

- TCP/IP installed and configured

Program Files

The e/pop application includes the following program files:

Table 1-1
Installation Files

File	Description	Required
LogonSvc.exe	Nt/200 service for remote control of logon	No
EPop.exe	e/pop application	Yes
EPopCp.exe	e/pop control panel	No
EPopRem.exe	application sharing module	Yes
EPopRemC.dll	application sharing DLL	Yes
Radmin32.dll	support domain APIs	Yes
Rlocal32.dll	support domain APIs	Yes
Pop.wav	message sound	No
EPop.hlp	Help files	Yes
EPop.cnt	Help files	Yes
MyLocations.DAT	personal location of file	Yes
MyLocations.IDX	personal location of file	Yes
MyShortcuts.DAT	personal shortcuts file	Yes
MyShortcuts.IDX	personal shortcuts file	Yes
MyMacros.DAT	personal macros file	Yes
MyMacros.IDX	personal macros file	Yes
MyMacros.BLB	personal macros file	Yes

You can install e/pop into any directory you choose during the setup procedure. The default installation directory for e/pop is the following:

```
C:\Program Files\Wiredred\Epop
```

Uninstallation

An entry will be added to the Add/Remove Programs feature of the Windows Control Panel. You can uninstall the program by selecting the 'e/pop' listing in the Add/Remove Programs feature.

Also, you can uninstall the program by simply deleting the directory where e/pop is installed and running the XREG utility (available in the FAQ document on the WiredRed Web site) which removes any residual registry entries. e/pop does not store files outside of the installation directory.

Installing on individual computers

To install e/pop locally on individual computers, do the following:

1. Insert the e/pop product CD into your CD-ROM drive.
2. Follow the directions in the dialog boxes on the screen.
3. If you are installing on more than one computer, you can copy the installation directory to other computers or to a shared directory on a file server.

Starting e/pop

Starting e/pop on local computers from Windows

e/pop is designed to automatically start when Windows is launched. To start e/pop on a local computer from Windows, do the following:

1. From the e/pop menu, select the **Options** button.
2. Select the **General** tab.
3. Select **Run** when Windows starts and click **OK**.

The e/pop application adds the following information to the automatic run capabilities of the Windows's registry:

```
[HKEY_LOCAL_MACHINE]
\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\e/pop
```

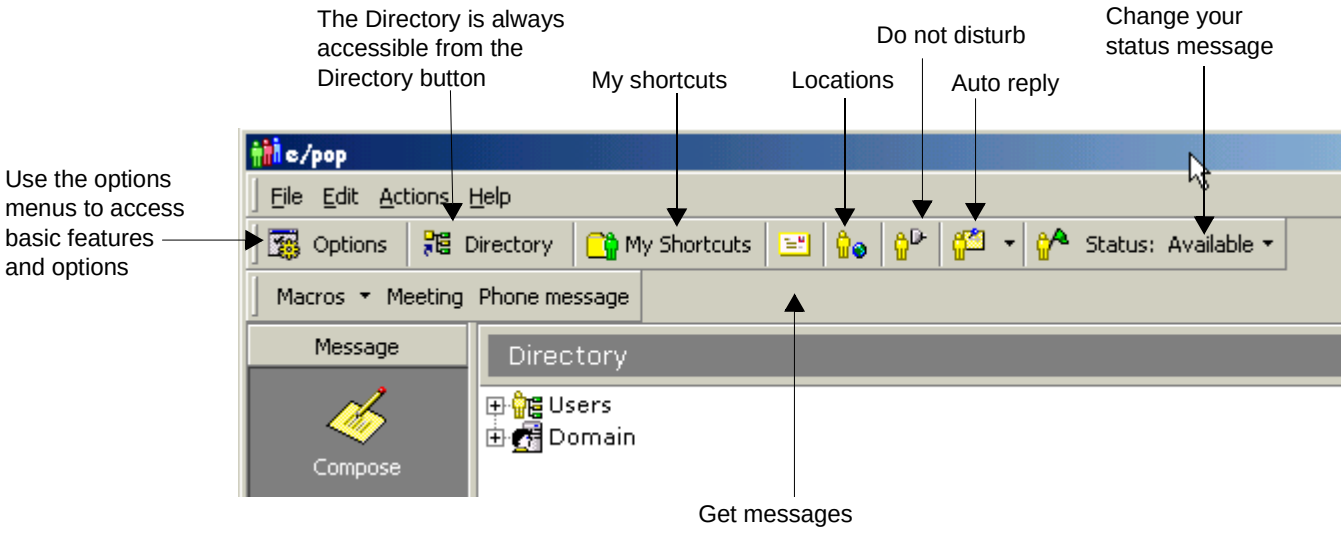
Chapter 2: e/pop and the Directory

The Main Menu

The Main Menu consists of the basic components of e/pop, including the menu, the Directory, Basic features, the Pull-Down menus, the Control Panel, and Options.

The following illustration details the menu functions you will use.

Figure 2-1
The Main Menu



The e/pop Directory

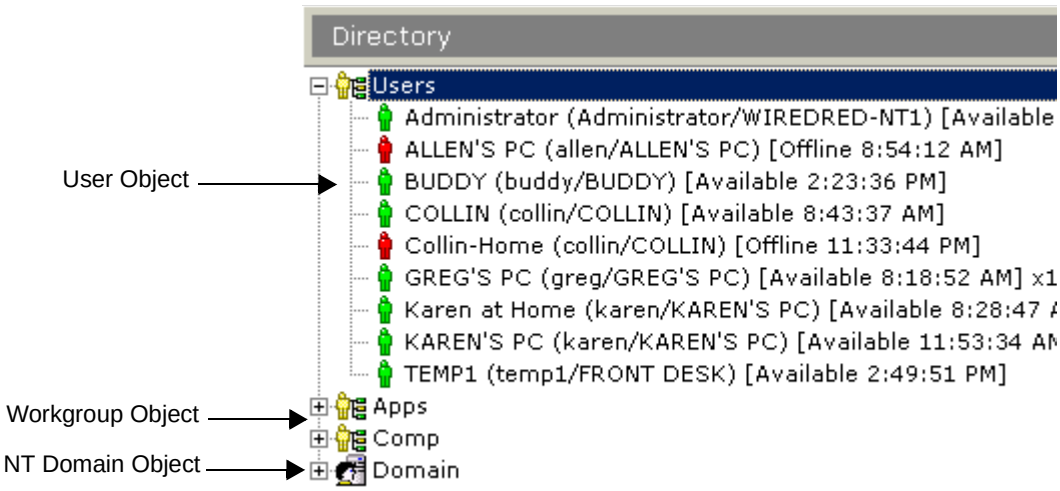
To display the Directory, click Directory on the e/pop tool bar. The Directory contains three kinds of objects: users, workgroups, and domains.

- **Users** are individual users of e/pop.
- **Workgroups** are created by users within the identity page of Options. A user may be included in more than one workgroup.
- **NT Domains** objects are displayed in your e/pop directory if your system is logged into an NT/2000 Domain. Your default domain and all user and group objects are displayed in the Directory for the default domain.
- **NDS Network** objects display if your system is logged into a NetWare-based server and you are operating the Novell-supplied clients for NetWare.

The Objects in the Directory

Depending on your configuration of e/pop, the e/pop Directory displays the objects detected and the directory information that is accessible to you. Every object displayed in the e/pop directory is an object that can be used with the various features provided. It is important to understand the different objects and what they represent.

Figure 2-2
Directory Objects



Network Objects

Network objects are high level objects to represent everyone connected to a network of that type or included within a workgroup. If you send a message to the 'Users' object in the directory, each person listed under the user's workgroup receives your message. Likewise, selecting 'Domain' sends a message to every person connected to any Domain that is operating the e/pop application.

NetWare NDS Network

NetWare NDS network objects display if your system is logged into a NetWare-based network and you are operating the Novell-supplied clients for NetWare. Individual user objects are displayed within their respective containers. Other objects are accessible as well, including groups and organizational units. These objects represent more than one individual person. They are extremely useful when you need to send a message to everyone under a specific object or everyone who is a member of a NetWare-based group.

Windows NT/2000 Domain Network

The Windows NT/2000 Domain network object displays in your e/pop directory if your system is logged into an NT/2000 Domain. Your default domain and all user

and group objects are displayed in the Directory for the default domain. You can also display additional trusted domains. See the Domain section of the e/pop control panel for more information on specifying and enabling trusted domains.

e/pop obtains the information for the Domain from the domain controller. Windows does not always locate the closest domain controller when retrieving objects for the domain. It is recommended for Windows 95, 98, NT/2000 and ME that you use the e/pop Control Panel to specify the name of the local domain controller. This is especially important when the local area network does not contain a PDC and only contains a BDC.

Group Objects

Using Group objects is a method of using a hierarchal tree organizational structure. e/pop can organize users under multiple tree-type objects at any level. Users can appear under various objects at different positions in the directory tree. This makes it possible to organize users by location, department and job classification.

Group management is both centralized (server level) and de-centralized (user level). By allowing de-centralized management, groups of users can organize themselves using the Workgroup creation feature.

Workgroup Objects

The User's network provides workgroup objects that can be controlled by individual users of e/pop. Workgroups allow users to organize themselves by departments or roles in an organization.

To add, delete, or modify a workgroup:

1. Select **Options** within e/pop.
2. Select **Workgroups** under the **My Identity** tab.
3. Click **Add**, **Delete** or **Edit**.
    - To **Add**: Type in the name of the Workgroup, followed by .users, and click **Add**. (For example: accounting.users)
    - To **Delete:** Select a **Workgroup** from the drop down menu and click **Delete**.
    - To **Edit:** Select a **Workgroup** from the drop down menu and click **Edit**.
4. Click **OK**.

Departments can opt to indicate their own workgroups to easily identify themselves in the e/pop User's Directory. Workgroups can contain 'periods' to create multiple level objects. (e.g., us.accounting)

User Objects

A user object represents a user on the network. Each user has a unique identifying name or 'identity.' The identifying name can be any of the following:

- User's login name
- User's machine name
- User's full name from NDS or the NT/2000 Domain
- User's specified identity from Options

A user's identity is displayed under each workgroup specified for the user.

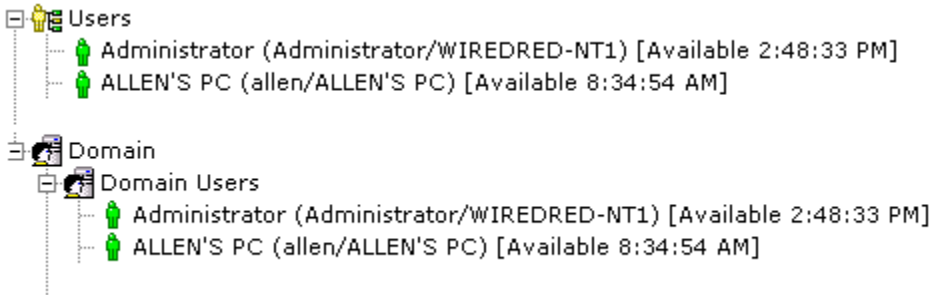
User's Network

The User's network is the built-in network of the e/pop program. It is an automated list of users who are running the e/pop program. It is the primary network of peer-only environments, where a central file server is not utilized. The User's network is a robust system, providing the users the ability to create workgroups and complex departmental trees to organize all the e/pop users. Using the User's network, you can indicate that people are part of certain departments or locations, and have those individual e/pop users appear under the respective workgroup in the Directory.

How Users are Displayed

By default, the e/pop directory displays a user under each network the user is logged into. For example, if user Allen logs into an NT/2000 Domain, his name is displayed under both the Users network and the NT/2000 Domain network. This behavior can be controlled with the e/pop Control Panel.

Figure 2-3
Example of how a user is displayed


Users
Administrator (Administrator/WIREDRED-NT1) [Available 2:48:33 PM]
ALLEN'S PC (allen/ALLEN'S PC) [Available 8:34:54 AM]
Domain
Domain Users
Administrator (Administrator/WIREDRED-NT1) [Available 2:48:33 PM]
ALLEN'S PC (allen/ALLEN'S PC) [Available 8:34:54 AM]

The e/pop directory can display a user with a combination of Login Name, Identity and Machine Name. These choices can be controlled using a combination of Options and the e/pop Control Panel.

To change your unique identity:

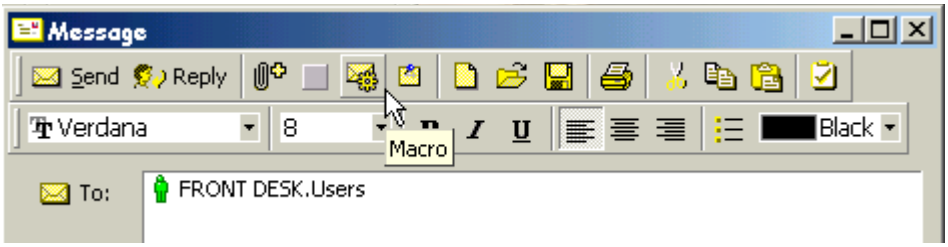
1. Select **Options**
2. Select **My Identity** tab
3. Type in the desired name under **My Identity.**
4. Click **OK**.

The e/pop Name

The e/pop name identifies each distinct object and tells e/pop where it is located in the directory. Objects can be preceded by an object type specifier such as W= (workgroups) and D= (domain) for groups. User objects are not preceded with a type.

Figure 2-4 shows the name of a e/pop directory object.

Figure 2-4
e/pop name example



Using the My Shortcuts Folder

My Shortcuts folder creates easy access to Directory objects by organizing them in a way that is convenient for you. You can create your own personal or nested groups. My Shortcuts folder can act as your own personal list of users and groups.

Access your folder by clicking the **My Shortcuts** button

on the e/pop main screen.

Adding Objects to My Shortcuts Folder

You can add user or group objects to your My Shortcuts folder by:

1. Select the object in the Directory.
2. Right-click and select **Add to My Shortcuts**.

Note: When you copy a group object to your My Shortcuts folder all objects will be listed individually and not as a group in the folder.

Deleting Objects From My Shortcuts Folder

You can delete user or group objects from your My Shortcuts folder.

- Select the object in the My Shortcuts folder. (To select more than one object, hold down the **Ctrl** key.) Delete the object(s) using one of the following:
  - Right-click and select the menu option **Delete**.
  - Select **Edit > Delete** from the Main Menu.
  - Press the **Delete** key.

Creating a Personal Group

To create a Personal group do the following:

1. Select **My Shortcuts** button from the Main menu.
2. Right-click and select **New** > **Personal Group** from the drop-down menu.
3. Rename the New Personal Group using one of the following:
   - Right-click and select the menu option **Properties**
   - Right-click and select the menu option **Rename** or
   - Select **Edit > Rename** from the Main Menu or press <**F2**>

Adding Objects to a Personal Group

To add objects to a Personal group do the following:

1. Select object(s)
2. Drag and drop into the **Personal Group**

Note: Objects to be added to the Personal Group must already reside in the My Shortcuts folder.

Creating a Nested Personal Group

To create a nested a **Personal Group** do the following:

1. Create multiple **Personal Groups**.
2. Select personal group to be added
3. Drag and drop into the **Personal Group**
4. Rename the New Personal Group using one of the following:
   - Right-click and select the menu option **Properties**
   - Right-click and select the menu option **Rename** or
   - Select **Edit > Rename** from the Main Menu or press <**F2**>

Setting up your Locations

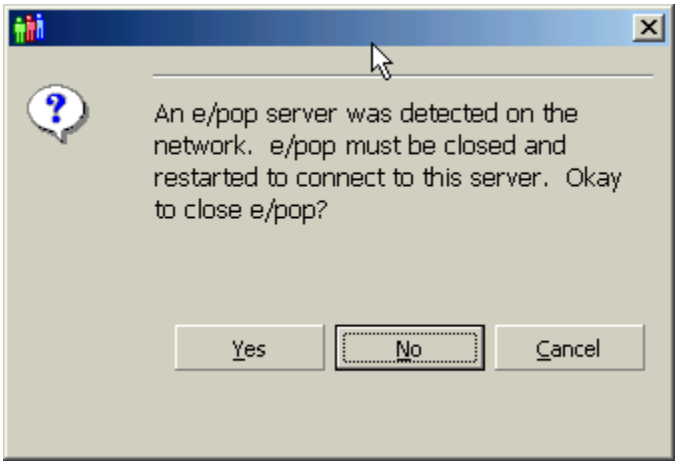
There are several location options for running e/pop client, which includes:

- Direct connection to server
- Dial-up RAS connection to server
- Dial-up networking connection to server
- Peer to peer (P2P)

When you start e/pop client for the first time you will receive the message in Figure 2-5. e/pop has detected a server on your network.

- Answer **Yes**, and your system will close e/pop (click on the e/pop icon to restart and e/pop will connect with the detected server).
- Answer **No**, and e/pop is activated on your system in the peer-to-peer mode. To set a default location or add and delete a location use the Locations button.

Figure 2-5
Location Message

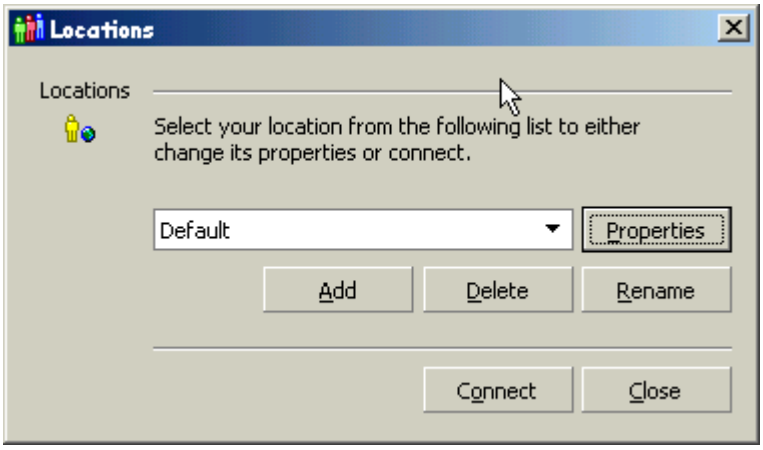

An e/pop server was detected on the network. e/pop must be closed and restarted to connect to this server. Okay to close e/pop?
Yes
No
Cancel

Using the Locations Button

From the Directory tool bar, use the locations button or select the location from a **Edit** pull-down list (refer to Figure 2-6) and to one of the following:

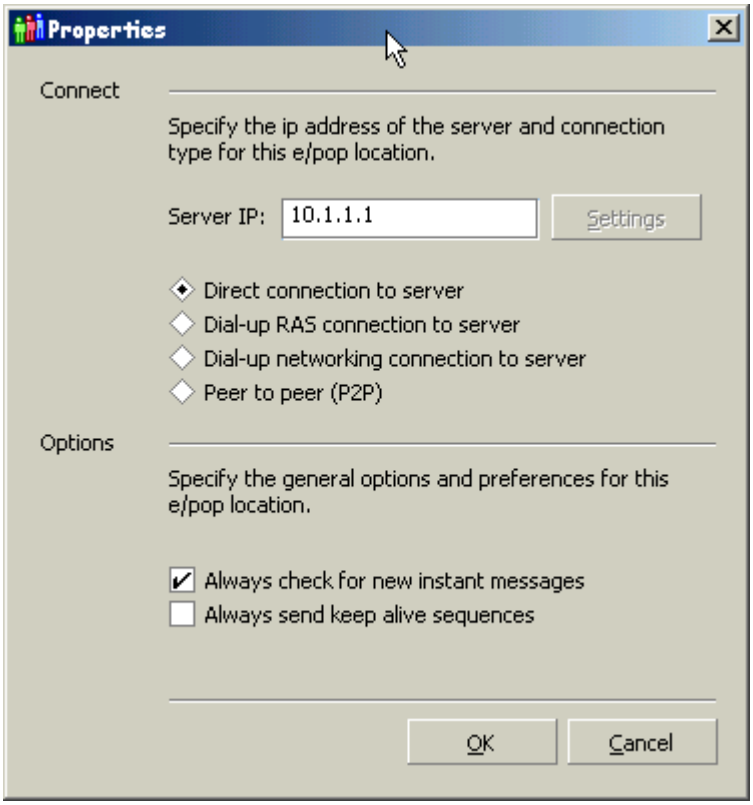
- Select a new location.
- **Add**, **Delete** or **Rename** a location.
- Click the **Connect** button to connect to the new location.

Figure 2-6
Locations



- Click the **Properties** button (see Figure 2-6) and the Properties menu will appear (see Figure 2-7). You can specify the IP address of the server and connection type for your e/pop client location, and
- Specify the general options and preferences for your e/pop location.
  - **Always check for new instant messages** - Automatically checks for new messages when e/pop starts.
  - **Always send keep alive sequences** - Periodically polls the server to maintain a connection to networks where inactivity can cause a time-out.

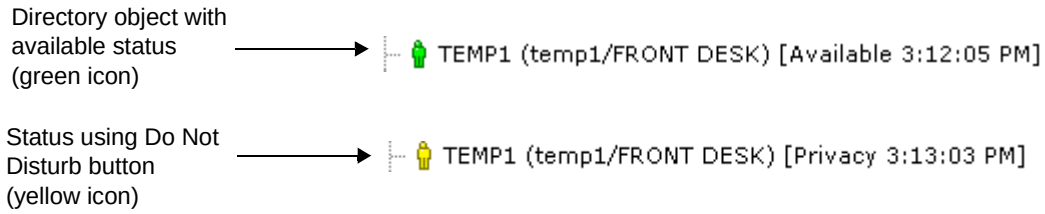
Figure 2-7
Properties menu



Using the Do Not Disturb button

Use the **Do Not Disturb** button available from the Main menu to change your status in the directory from available to privacy.

Figure 2-8
Using the Do Not Disturb button


Directory object with available status (green icon)
TEMP1 (temp1/FRONT DESK) [Available 3:12:05 PM]
Status using Do Not Disturb button (yellow icon)
TEMP1 (temp1/FRONT DESK) [Privacy 3:13:03 PM]

The **Do Not Disturb** button will remain depressed until you select it changing you status from Privacy to Available.

Using the Auto Reply button

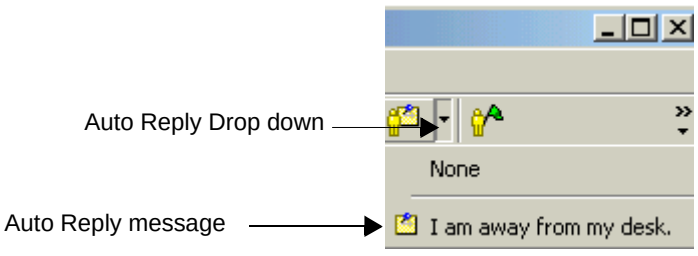
Use the **Auto Reply** button from the Main menu to set your e/pop to automatically send a reply about your status. To set up Auto Reply options:

- The Auto Reply menu will appear, you have three options:
  - Select **Add** - the Add Auto reply menu will appear. Type the message you want to be sent out when Auto Reply is enabled. For example: 'I am away from my desk.' Click **OK**.
  - Select **Delete** - from the drop-down, select the message you want to delete. Click **Delete**, click **OK**.
  - Select **Edit** - from the drop-down, select the message you want to edit. Click **Edit**, modify the message and click **OK**.

Enabling Auto Reply

To enable the Auto Reply select the drop down beside the Auto Reply button (see Figure 2-

Figure 2-9
Enabling Auto Reply



Using the Status button

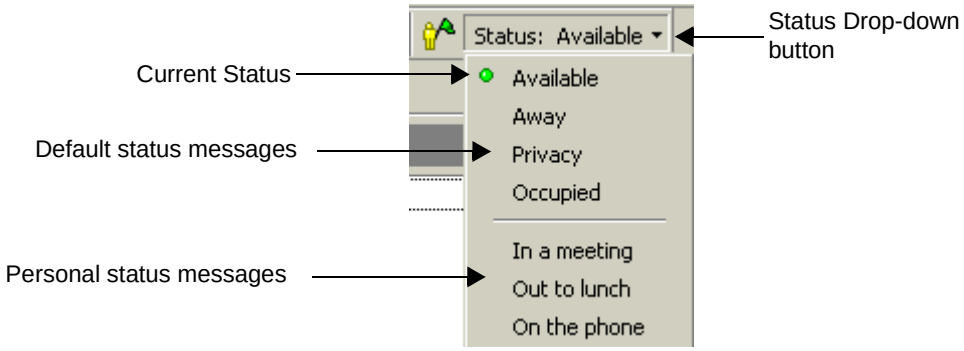
Use the **Status** button from the Main menu to set your e/pop personal status messages. To set up your status messages you will use to change your status in the directory, click the **Status** button and:

- The Status menu will appear, you have three options:
  - Select **Add** - the Add Status reply menu will appear. Type the message you want to be sent out when Auto Reply is enabled. For example: 'I am away from my desk.' Click **OK**.
  - Select **Delete** - from the drop-down, select the message you want to delete. Click **Delete**, click **OK**.
  - Select **Edit** - from the drop-down, select the message you want to edit. Click **Edit**, modify the message and click **OK**.

Using your personal status messages

To use the your personal status messages select the drop down beside the Status button and select the status message from the list (see Figure 2-10)

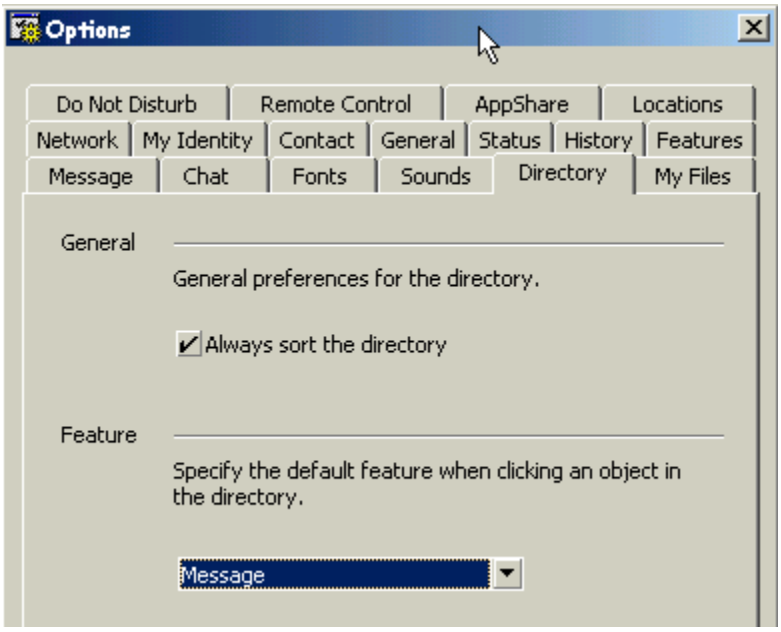
Figure 2-10
Using your personal status messages



Specifying the Default Features

Out of the box, e/pop is configured for 'message' as the default feature. Figure 2-11 illustrates the directory default settings as delivered in e/pop.

Figure 2-11
Directory options



You can change the default feature to chat, remote control or any other e/pop feature.

1. Select **Options**.
2. Select the **Directory** tab.
3. Select a default feature from the drop down menu. **Note:** When a feature is selected you can double-click on a directory object to start the feature and invite participants.
   - Message (Default, enabled when application is installed)
   - Chat
   - Remote Admin
   - Remote Control
   - AppShare
   - Voice Conference
4. Click **OK**.

For example, if you specify Message, the **Instant Messaging** compose window appears when you double-click on an object in the Directory.

Basic e/pop Features

The basic user features include the following:

- Instant Messaging
- Chat Conferencing
- Application Sharing
- Remote Control
- Voice Conferencing

The Pull-Down menus

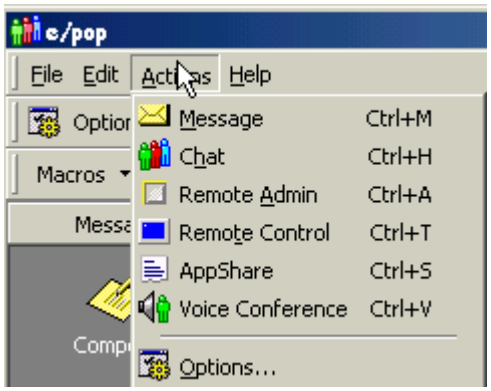
Use the pull-down menus to access the features available in e/pop. Table 2-1 is a list of the pull-down menus and what the menus include:

Table 2-1
Pull-down menus

Pull-Down menu	Actions Available
File	New Message Macro Exit
Edit	Cut Copy Paste Delete Rename Locations
Action	Message Chat Remote Admin Remote Control App Share Voice Conference Options...
Help	Contents and Index Control Panel About e/pop

Figure 2-12 illustrates the **Actions** drop-down menu.

Figure 2-12
Drop-down Actions menu



Options

Use Options to customize e/pop for your own personal preferences. These include network protocols, status display messages, fonts, how e/pop runs and exits, confirmation messages, storing messages, sounds and much more. Figure 2-13 shows the Options menu, Table 2-2 gives a brief description of each option tab.

Figure 2-13
Options

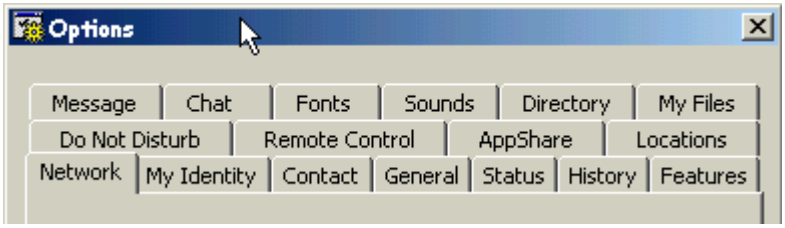


Table 2-2
e/pop Option tabs

Option	Description
Network	Network and protocol settings
My Identity	User identification and workgroup settings
Contact	User's contact and e-mail information
General	General operation and client options
Status	Information displayed for status messages
History	Preferences for storage of personal messages

Table 2-2
e/pop Option tabs

Option	Description
Features	Specifies which features are enabled for your computer
Do Not Disturb	Preferences for chat and messages when ‘Do not disturb’ is activated
Remote Control	Preferences for remote control options
AppShare	Preferences for application sharing
Locations	Preferences for whether location is automatic at startup, or prompted
Messages	Preferences for displaying messages
Chat	Preferences for chat sessions
Fonts	Preferences for display of messages, chats, and Directory
Sounds	Preferences for sounds played for new messages and chat sessions
Directory	General preferences for the Directory
My Files	Location for storing personal history, shortcuts and macros.

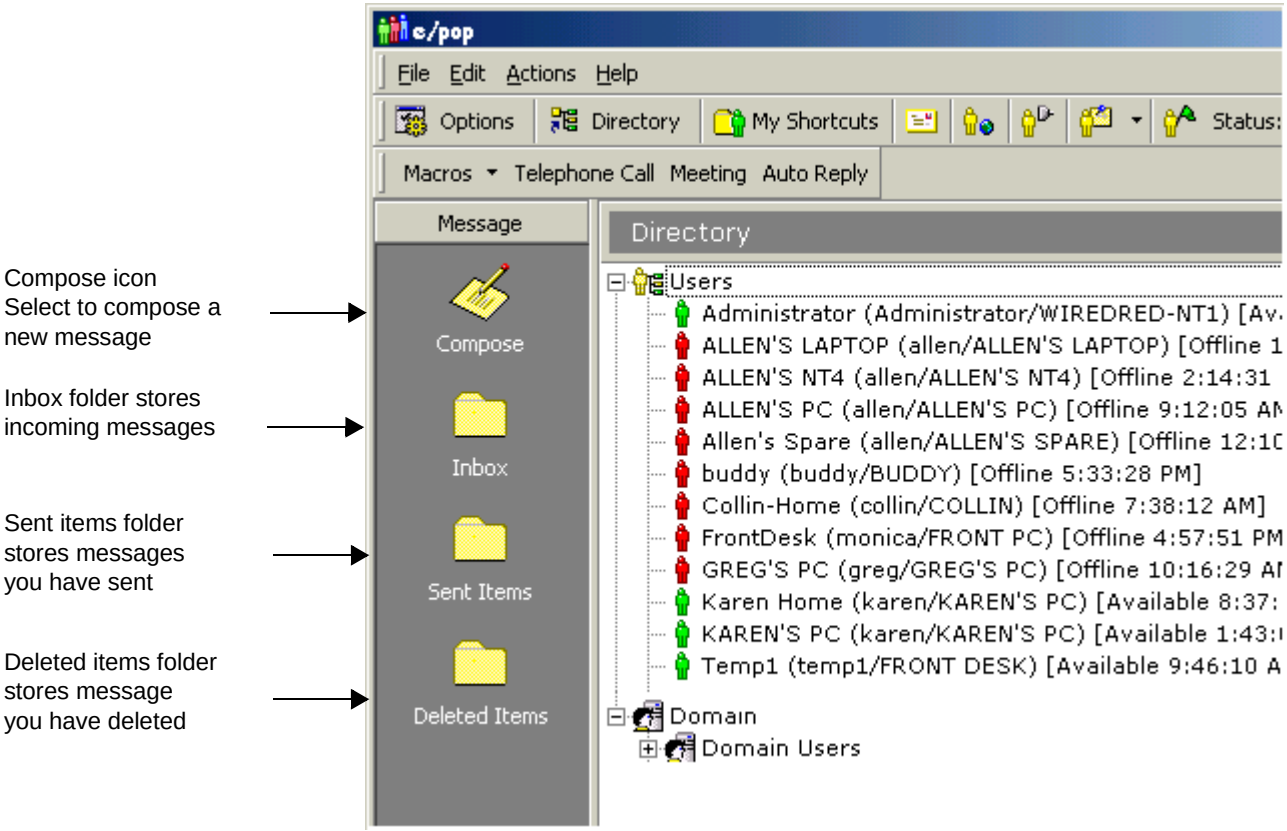
Chapter 3: Using Instant Messaging

This chapter describes sending and receiving instant messages, including:

- adding or removing recipients,
- adding file attachments,
- customizing messages with fonts, graphics and macros, and
- forwarding and storing messages.

Figure 3-1 illustrates the e/pop window with messaging.

Figure 3-1
Messaging



Sending a message

You can compose and send a new message by following three basic steps:

Step 1 Select a Directory object (such as an individual user or a workgroup).

Step 2 Enter information in the message composition window.

Step 3 Click **Send** button.

Step 1 – Selecting a directory object

Select a Directory object by using one of the following options in Table 3-1.

Table 3-1
Message options

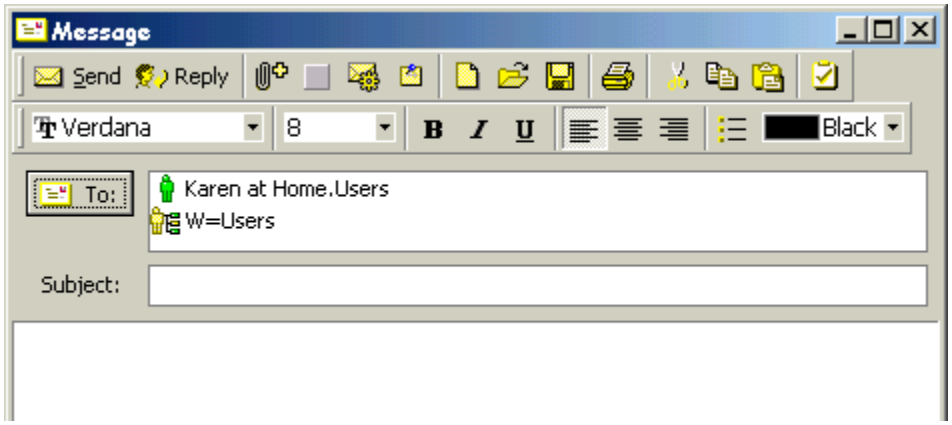
Option	Action
1	Double-click on the Directory object (if message is the default action).
2	Right-click on the directory object and choose **Message** from the submenu.
3	Select an object in the directory and click the **Compose** icon from the window pane on the left.
4	Select an object in the directory and select **Message** from the **Actions** menu.

Note: Out of the box, e/pop is configured for ‘message’ as the default feature. Refer to Chapter 2, Figure 2-3 illustrates the directory default settings as delivered in e/pop.

Step 2 – Entering information in the message window

After you have selected the Directory object(s), enter information as necessary in the displayed message composition window (refer to Figure 3-2).

Figure 3-2
Message composition window

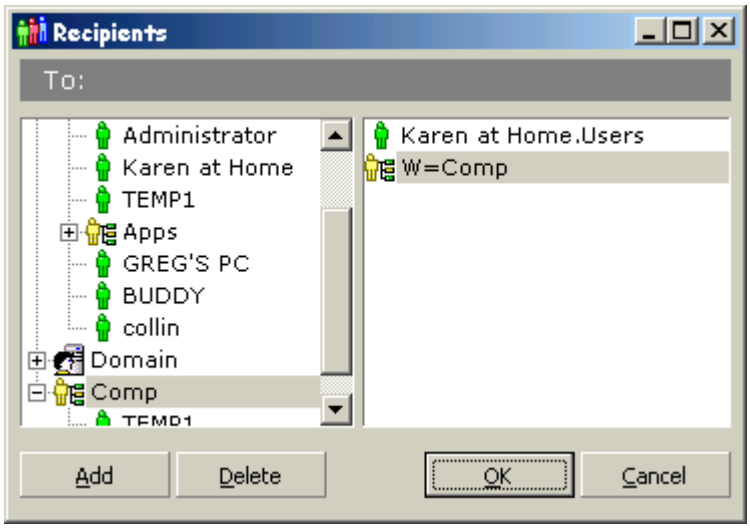


Adding recipients

To add recipients in the **To:** field, do one of the following:

- Click the **To:** button and select a recipient and
  - Click the **Add** button to add the recipient or
  - Click the **Delete** button to delete the recipient
- Select all objects from the Directory before composing a message, or
- Select objects from the Directory and then **Edit**, **Copy** from the menu. Within the **To:** field of the message, right-click and select **Paste**, or
- Drag and drop an object from the Directory or from a My Shortcuts folder into the message window. To move more than one object at a time, hold down the **Ctrl** or **Shift** keys.

Figure 3-3
Adding a recipient



Deleting recipients

To delete recipients from the **To:** field:

1. Highlight the recipient in the **To:** field.
2. Press the **Delete** key.

Requesting a Return Receipt

To request a return receipt when sending a message:

- Click on the **Receipt** button on the tool bar (the button remains depressed).

When the recipient receives your message, a return receipt confirmation is sent to your **Inbox** folder.

Attaching files to a message

To attach a file when sending a message:

1. Click on the **Add** attachments button on the tool bar.
2. Select a file you want to attach (you can select more than one).
3. Click on the **Open** button.

A list of file attachments is displayed at the bottom of the message.

Note: Attachments are limited to 1.5MB in peer mode and unlimited in size when using an e/pop server.

Deleting an attached file

To delete a file you have attached to a message:

- Select the file you want to delete from the list at the bottom of the message and press the **Delete** key.

Customizing text in a message

You can customize your text by changing fonts and font style, size and color. Simply select the text the apply the attributes.

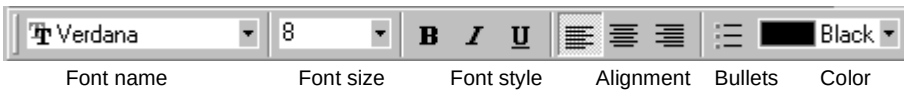


Figure 3-4
Tool bar for customizing text messages

Adding images to messages

You can send images with your messages as file attachments, or you can paste them directly into the text of your message. To add an image directly:

1. **Copy** the image you want to add.
2. **Paste** it into the message.

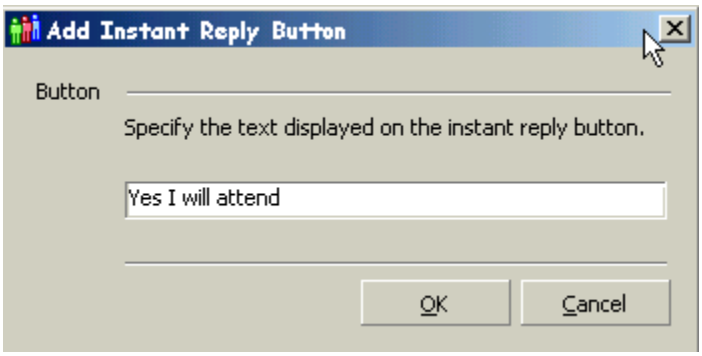
Note: To embed images into messages, you must first enable this feature using the e/pop Control Panel feature called '**Enable pasted bitmaps in messages**.'

Adding Quick Reply buttons

You can send a message with multiple pre-defined quick reply buttons. When the recipient receives the message, the recipient can click the **Instant Reply** button to immediately reply to your message. To add the buttons to your open message:

1. Click on the **Instant** button on the tool bar of the message window.
2. Click on the **Add Instant Reply** button at the bottom of the message.

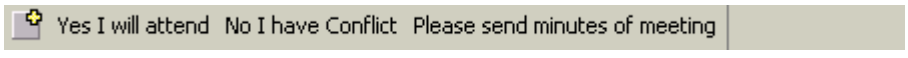
Figure 3-5
Add Instant Reply button



3. Type in the reply message that you want to appear on the button.
4. Click **OK**.

The **Instant Reply** button messages will be added to the right of the **Add Instant Reply** button at the bottom on the message screen.

Figure 3-6
Instant Reply buttons



Note: You can optionally convert these composed messages and instant reply buttons into message macros. These message macros can act as templates for common message communication. See the section on message macros for further information.

Exporting a message

You can save a message in Rich Text Format (RTF) to another location on your drives or network.

1. Click on the **Export** button.
2. Select a location and type in a new filename.

The new file is saved with an .RTF extension.

Importing a message

You can import a Rich Text Format (RTF) file from another location on your drives or network.

1. Click on the **Import** button.
2. Select a location and the RTF file to import.

Receiving messages

By default, e/pop is configured so that:

- All received messages pop up automatically on the screen.
- A copy of the message is stored in the Inbox folder.

Changing the way you receive messages

You can change the way e/pop displays new messages when you receive them.

1. Click on the **Options** button.
2. Select the **Messages** tab.
3. Select the preference from Table 3-2 according to your requirements.
4. Click **OK**.

Table 3-2
Preferences for receiving messages

Select Preference	How Message is delivered
Always show (default)	New messages pop up on your screen.
Always show inactive	New messages do not pop up but display on the Windows task bar.
Always prompt before show	Confirmation message prompts you before displaying the message.

Table 3-2
Preferences for receiving messages

Select Preference	How Message is delivered
Always hide	New messages do not pop up but are stored in the Inbox folder.
Flash when a message arrives	The tray icon or the text on the message window and the text on the tool bar flash when a new message arrives.
Show new message on top of other applications (Default: Enabled)	New messages stay visible on top of other applications until you close the message window.
Retain return receipt button state (Default: Disabled)	Retains the state of the return receipt button from the last time you created a message.
Windowed	Message windows can be displayed in a separate window for each message or within a single window, with a previous and next button to scroll between messages. Select either **Single Window** or **Cascade Window**.

Replying to a message

To reply to the sender or the sender and all CCs:

- Click on the **Reply**

(the sender) or **Reply to All**

(send to all) button on the tool bar.

The original message closes and a new message box opens, which includes the text of the original message.

Auto Reply Message

If **Auto Reply** is enabled, the message selected will be displayed in the body of message when you click the **Reply** button. “Auto Reply’ will flash at the top the message window.

Forwarding a message

To forward a message while viewing the message:

1. Click the **Forward**

button on the tool bar.
2. To select the recipients for the message click the **To:** button

and select a recipient and click the **Add** button.

Note: While most information related to the message is forwarded to the recipients, attachments are not included.

Storing messages

By default, e/pop stores messages in the Inbox, Sent Items, and Deleted Items folders only while it is running. These messages are permanently deleted when you exit e/pop. You can store a history of messages in your Inbox, Sent Items and Deleted Items folder.

To enable the storage feature:

1. Select **Options**.
2. Select the **History** tab.
3. Click '**Enable History**.'

Note: When changes to this option are implemented, e/pop has to be restarted for the changes to take effect.

Retrieving messages

To retrieve a message from the Inbox, Sent Items or Deleted Items folder:

1. Click on the appropriate folder icon to open it.
2. Select the message to be retrieved.
3. Double-click on the message.

Deleting a message

To delete a message from the Inbox, Sent Items or Deleted Items folder:

1. Click on the appropriate folder icon to open it.
2. Select the message to be deleted.
3. Press the **Delete** key on your keyboard or select **Delete** from the Edit drop-down menu.

Note: •If in the History Option **'Show delete button on the tool bar,'** (by default this item is disabled) is enabled, the delete button will appear when selecting items in a history folder. You can select the item to be deleted and press the **Delete** key on the tool bar.

Printing a message

To print a message while viewing the message:

- Click on the **Print** button on the tool bar .

Using Message Macros

Message macros are instant message templates that you use often and can customize for specific communications. Message macros are stored internally for easy access and modification. This section describes the following:

- creating new macros
- setting up and using message macros
- editing macros
- adding quick reply buttons

Creating a New Message Macro

You can create a new message macro in two ways:

1. Creating the message macro while composing a new message, or
2. Selecting **File > New Message Macro.**

Creating a Macro for a New Message

To create a message macro for a new message:

1. Right-click a Directory object and select **Message**, or double-click on the object.
2. Enter information as necessary in the Message window.
3. Clickl the **Macro** button on the Message tool bar.
4. Enter the name for the macro into the **Create Macro** window.
5. Click **OK**.

The message macro button will be added to the Main window. The saved macros will be added to the right of the macro button on the tool bar.

Creating a New Message Macro

To create a macro do the following:

1. Select **File > New Message Macro.**
2. Enter the name for the macro into the **Create Macro** window.
3. Click **OK**.
4. Enter information as necessary in the Message window.
5. Click the **Update** button on the Message tool bar.

The message macro button will be added to the Main window. The saved macros will be added to the right of the macro button on the tool bar.

Editing an Existing Macro

To edit and update a macro, access the macro using one of the following.

1. Click on the **Macro** button from the Main menu.
2. Select **Edit** and the Edit Macro menu appears.
3. Select the macro to edit from the drop-down and click **OK**.
4. Make your changes.
5. Click the **Update** button.

Deleting an Existing Macro

To delete a macro do the following:

1. Select **Macro > Delete** from the Main menu tool bar, the **Delete Macro** window appears.
2. Select the macro to be deleted from the Delete Macro window drop-down.
3. Click **OK**.

Repeat steps one and two until you have deleted the necessary macros.

Chapter 4: Using Chat Conferencing

Chat Conferencing Features

This chapter describes using chat conferencing. With this feature you can establish a real-time chat session with multiple computers across a network. You can converse with one or more users, or a group of users simultaneously. e/pop chat conferencing includes the following features:

Table 4-1
Chat Features

Chat Icon	Chat Feature	Description
	New	Clears the contents of the chat session.
	Export	Saves and exports a chat session in RTF format.
	Print	Prints the chat session comments
	Copy	Copies text from the chat session to the Windows clipboard.
	Float	Forces chat window to always be in front of other applications.
	Hide System	Hide or show the system related messages for the chat session.
	Rotate	Rotates the position of the chat session and the user's listing between horizontal and vertical.
	Expand Users	Expands user lists so you can view text as users type their messages.
	Private Message	You can send a private message to another user or users in the same chat session while you are participating in another chat session.

Table 4-1
Chat Features

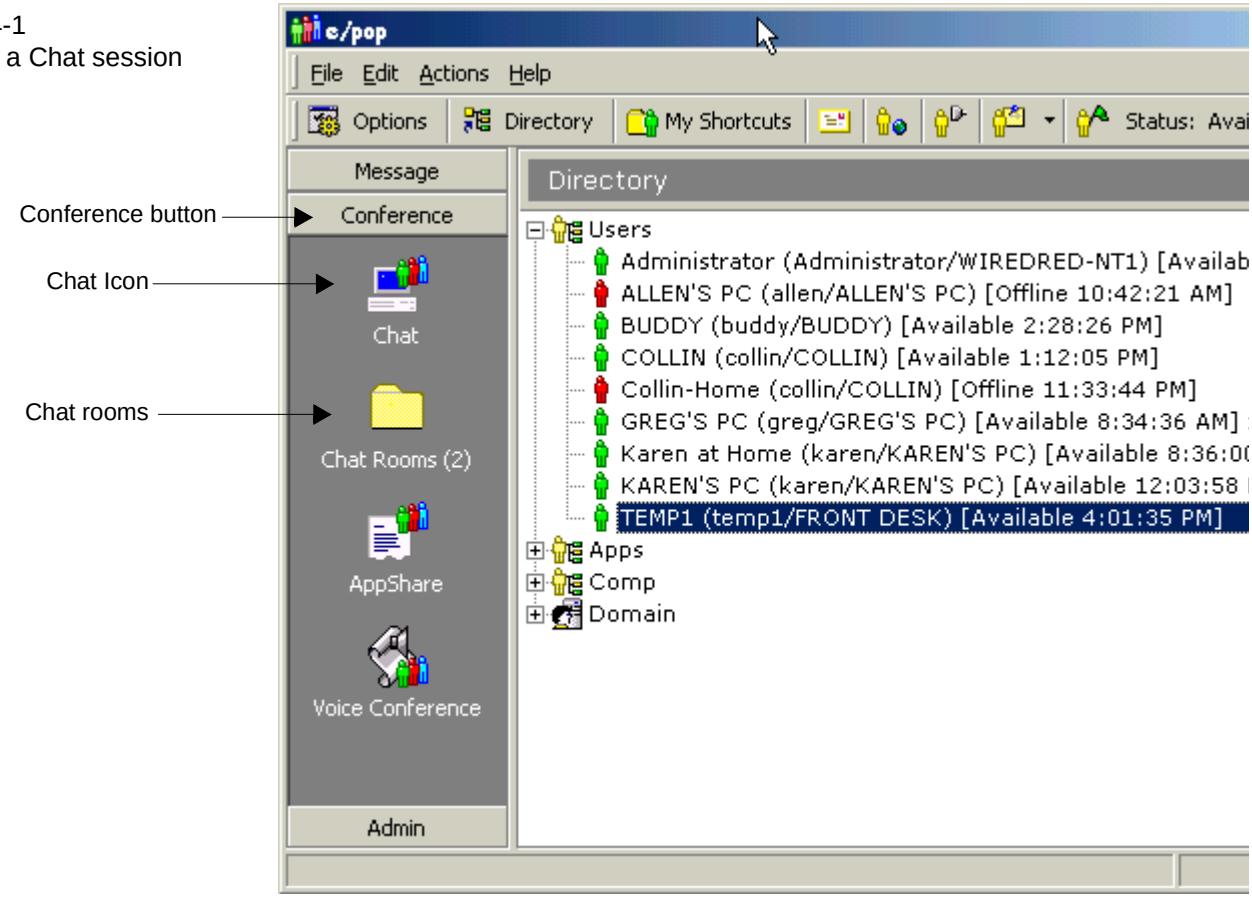
Chat Icon	Chat Feature	Description
	Private Chat	Start a private chat session.
	Grant Moderator	The person who initiates the chat session is the moderator of the chat session. Moderators have special privileges and can perform the following functions: • Invite other users to join the chat session • Expel users • Give other chat participants privileges to invite others • Assign other users as moderators.
	Grant Add Participants	The moderator uses this button to grant permission to other chat participants to invite others to join.
	Private Room/Public Room	Chat room at initiation is private. The moderator uses this buttonto change the private chat room to a public chat room.
	Set Password	Used to set a password on the chat room session.
	Expel	Expels a user from a chat session.
	Leave All	Completely closes the chat session for all participants.
	Room Title	Changes the title of the chat room.

Starting a chat session

To start a chat session:

1. Select the **Conference** button.
2. Select the object(s) from the directory to participate in the chat session.
3. Click the **Chat** icon or right-click and select **Chat** from the pull-down menu.

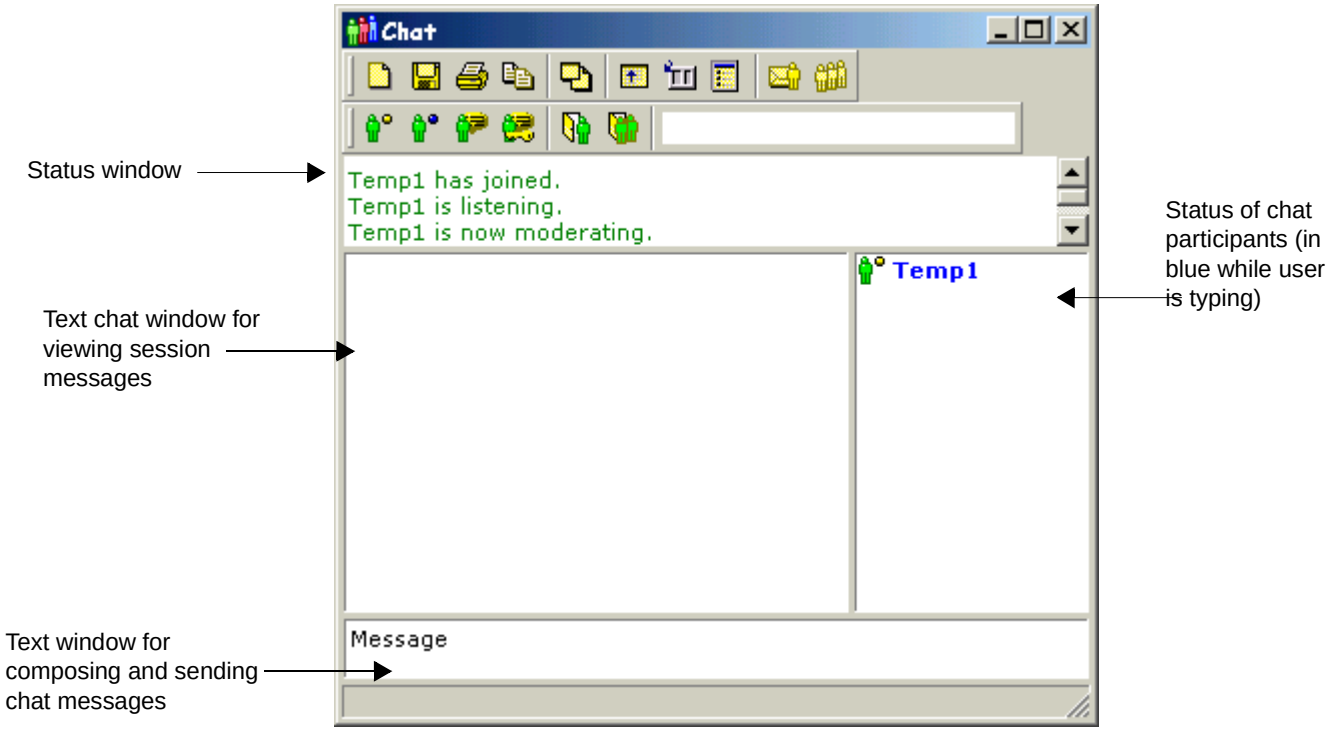
Figure 4-1
Starting a Chat session



Chat Session Window

The chat session provides an interactive conversation between all recipients. To type a response into the chat session, use the field at the bottom of the chat window (refer to Figure 4-2).

Figure 4-2
Chat Session window


Chat
Temp1 has joined.
Temp1 is listening.
Temp1 is now moderating.
Temp1
Message
Status window
Text chat window for viewing session messages
Text window for composing and sending chat messages
Status of chat participants (in blue while user is typing)

Granting privileges to users

The moderator of a chat session can grant two types of privileges to other users:

Grant Moderator

The moderator has the following permissions:

- grant another participant moderator privileges
- grant add participants
- change chat from private to public
- set a chat session password
- invite and expel users
- change the room title
- close the chat session for all participants.

These privileges are the same for all chat session moderators.

Grant Add Participants

This is a special privilege which allows certain chat session participants to invite others into an already active chat room.

To assign privileges to a participant:

1. Right-click a user or users.
2. Select **Grant Moderator** or **Grant Add Participants**.

Change Chat Session to Public

The moderator can change the private chat room to a public chat room. To change the session do the following:

1. Select and click on the **Private Room** button .
2. The button will change to signify the private chat room is now public chat room with the addition of the sphere (ball) .

Once the chat room is a Public room, everyone on the network can view the chat and join. You can change the chat room back to a Private chat room by clicking on the button (the ball will disappear).

Note: The sphere (ball) indicates that the chat room is available over the network.

View the status of each user

All users within the same chat session are displayed in a list along with their chat status. Status tells you if a user is:

- actively participating in (or viewing) a chat session
- user's chat window is closed, or
- user is in the process of responding.

You can view the status of other users in your chat session and see what they are typing. When a user in a chat session starts typing, his or her name displays in blue.

To view text as a user types:

- Click the **Expand Users** button

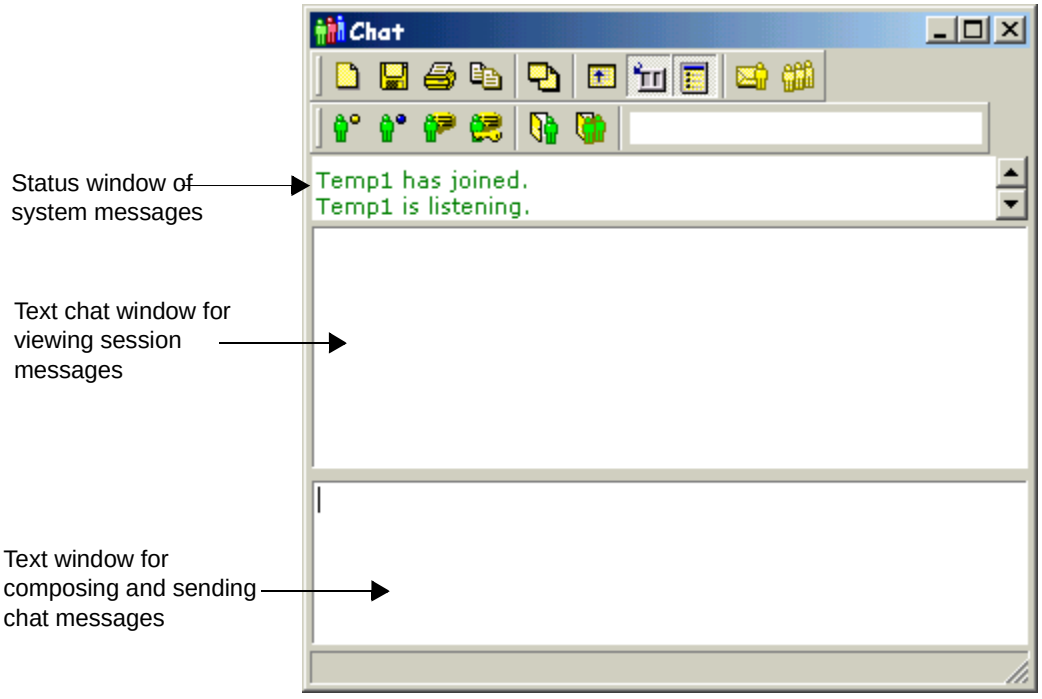
Change the view of the chat windows

You can customize your view of the chat session with the various options on the chat tool bar. The options include:

- rotating the window, and
- displaying the system related chat messages.

Rotate Changes the position of the chat session and the user's listing between horizontal and vertical. Figure 4.2 illustrates the default position of the chat window. "Status of Chat Participants" is not part of the window when rotated.

Figure 4-3
Chat window using Rotate option


Chat
Temp1 has joined.
Temp1 is listening.
Status window of system messages
Text chat window for viewing session messages
Text window for composing and sending chat messages

System messages for the chat session

When system messages are activated, the chat session displays the activity in the chat room, such as *User A just joined the chat room* or *User B has been expelled.*

You can use the **Hide System** button from the chat window tool bar to turn this option on and off during the chat session.

Inviting a user into a chat session

You can invite additional participants into an already active chat room provided you have either ‘moderator’ or ‘add participant’ privileges to the chat session.

To invite a user into the chat session:

1. Select the object(s) from the directory.
2. Drag the object(s) and drop them into the chat room.

Expelling a user from a chat session

You can expel a user from a chat session provided you are a moderator. Once expelled, a user cannot return unless invited back by a moderator or a user with add participant privileges. Moderators cannot be expelled from a chat room.

To expel a user from the chat session:

1. Select the user in the chat session user listing.
2. Click the **Expel** button on the tool bar.

Sending a private message

You can send a private message to another user in the chat room while you are participating in a chat session.

To send a private message:

1. Right-click on a user or a group of users.
2. Select **Private Message**

Starting a private chat session

You can start a private chat session with a user or a group of users while you are participating in a chat session.

To start a private chat session:

1. Right-click on a user or a group of users.
2. Select **Private Cha**t.

Exporting a chat session

You can save and export a chat session in Rich Text Format (RTF) to a file.

To export a chat session:

1. Click the **Export** button .
2. Specify a location for the .RTF file.

Customizing chat conferencing

You can use the e/pop Options to customize chat conferencing for your individual preferences.

To customize chat conferencing:

1. Click the **Options** button.
2. Select the **Chat** tab.

Figure 4-4 illustrates the default options. You can select the following types of options.

Chat Options

You can customize a chat session using the Chat options to set display preferences when you are invited into a chat session or when a new message is posted to a chat session in which you are participating. Refer to Table 4-2 for the features below and additional features in the Options menu.

Figure 4-4
Chat options menu

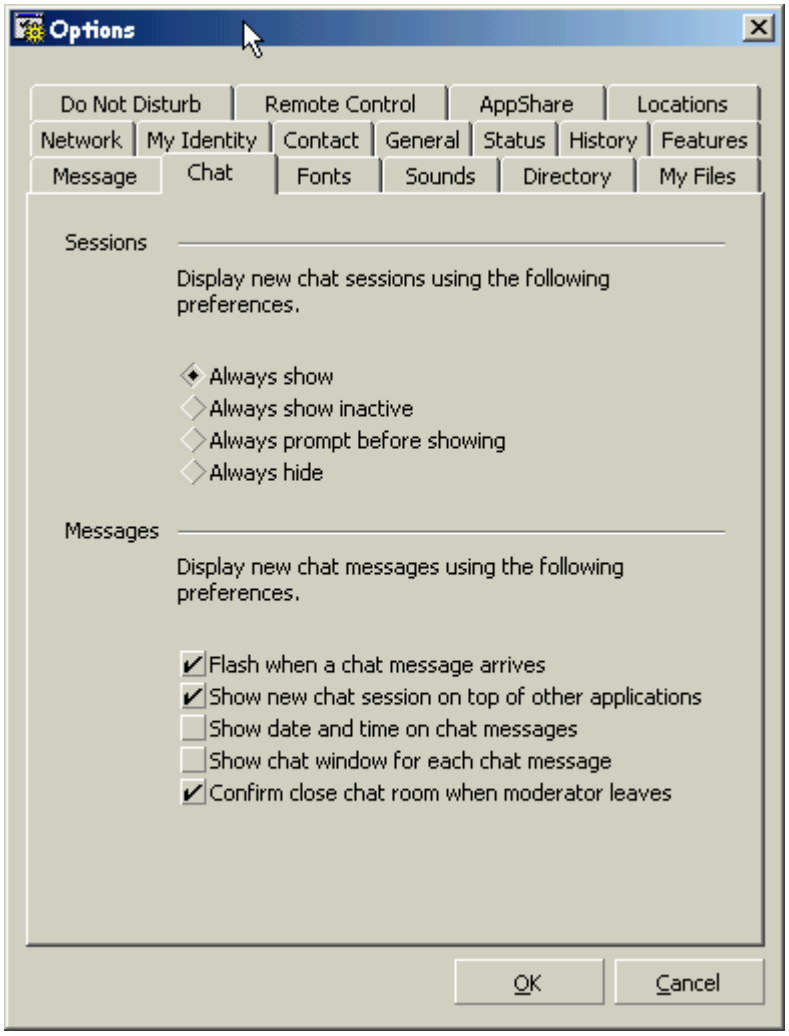


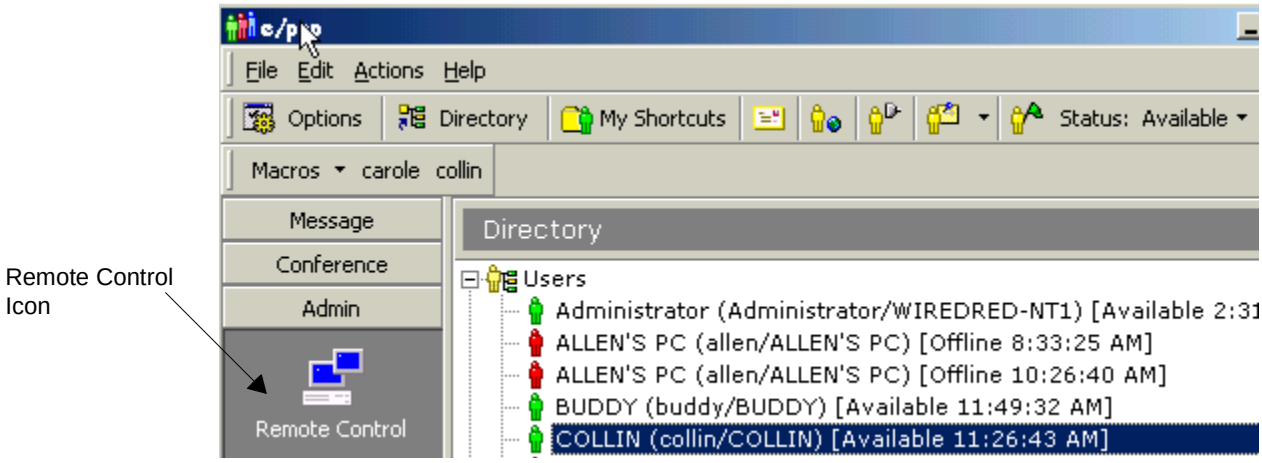
Table 4-2
Chat Options

Option Tab	Selection	Description
Chat	Sessions	Select the display of new chat sessions using one of the following: • Always show (default) • Always show inactive • Always prompt before showing • Always hide
Chat	Messages	Select the display of new chat messages using one of the following: • Flash when a chat message arrives (default) • Show new chat session on top of other applications (default) • Show date and time on chat messages • Show chat window for each chat message • Confirm close chat room when moderator leaves (default)
Directory	Feature	Select ‘Chat’ and chat will be the default feature when clicking on an object in the directory.
Do Not Disturb	Chat	Specify the following when ‘Do Not Disturb’ is activated: • Hide new chat sessions (default) • Prevent chat sounds from playing
Features	Chat	When you select Chat in the option tab, chat is enabled and can be used on your computer. (default)
Fonts	Chat	Use the Fonts option to specify the fonts used by chat: • Sent text • User names • Received text • System Messages • User Listing
Sound	Chat	Use the Sounds option to specify the sound to play for new chat sessions or receiving a chat message.

Chapter 5: Using Remote Control

This chapter describes using the Remote Control feature of e/pop. The remote control feature allows you to control the screen, keyboard and mouse of other computers on your network. You can diagnose and assist in problem resolution from a remote location using the Remote Control feature. Figure 5-1 illustrates the location of the remote control icon.

Figure 5-1
Remote Control Feature



Starting Remote Control

You can start Remote Control in one of these ways:

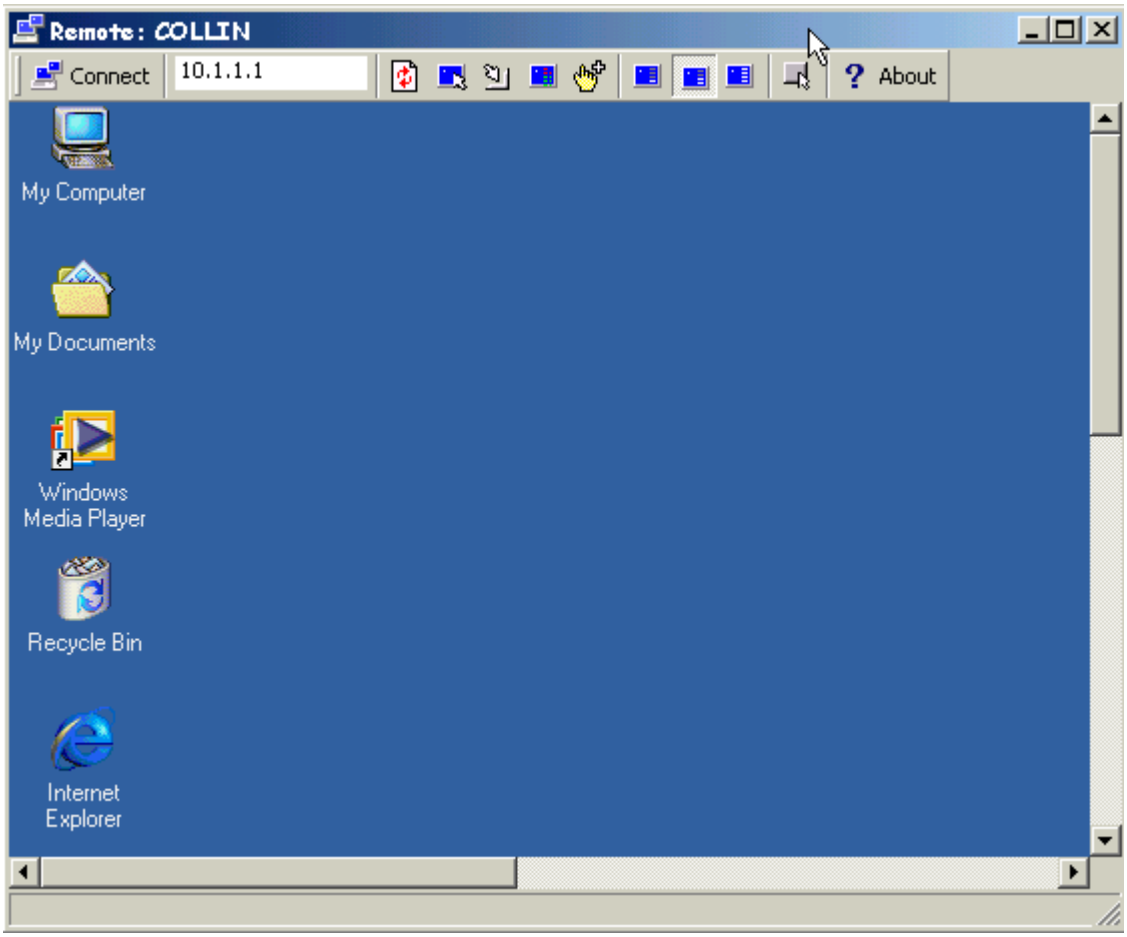
- Click the **Admin** button and then the **Remote Control** icon in the left window.
- Select **Remote Control** from the **Actions** Menu.
- Right-click a user in the Directory and select **Remote Control** or press **Ctrl T**.

Note: You can also double-click on a user in the Directory if Remote Control has been set as the default task (Options, Directory, Remote Control).

Remote Control Viewer

The remote control viewer provides a window into a host computer. When your mouse moves over the viewer area, it changes the mouse location on the host computer. To exit the remote control session, simply click the **Close** button in the upper right corner of the window.

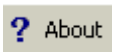
Figure 5-2
The Remote Control Viewer



Using the Tool bar Buttons

Use the following tool bar buttons during a remote control session.

Table 5-1
Remote Control buttons

Icon	Name	Function
	Connect	Connects or disconnects from the host IP
	Host IP	IP address of the host computer
	Refresh	Refreshes the viewer's screen to match the host computer's screen.
	Stretch	Enabling this option reduces the size of the viewer window to fit in a smaller window.
	Auto Scroll	Enabling this option causes the viewer to automatically scroll when the mouse moves to the edges of the viewer window. It is used when the host computer's video resolution is greater than the client's.
	Controls	Toggles control of the mouse and keyboard during a remote control session.
	56KB	High compression, low quality image designed for 56K lines.
	1.5MB	Medium compression, medium quality image designed for T1 or greater lines.
	10MB	Low compression, high quality image designed for local area networks.
	Send Ctrl-Alt-Del	
	About	

Remote Control Performance

The remote control capabilities of e/pop are among the fastest available. If you are experiencing a delay with remote control, it is important to determine if there is a performance issue with the card of either the host computer or the client computer (the machine you are using).

A poor video benchmark is usually the result of:

- non-accelerated video card, or
- insufficient video memory, or
- video drivers that are out of date, or
- video color resolution conversion.

The closer the video resolution matches between the host and the client, the quicker the remote control session operates. When the color resolution of the machines do not match, the program must convert the colors, which slows the remote control process.

Automatic Screen Refreshes

Most applications automatically transmit their real-time changes to the viewer of the remote control session. However, some applications use special techniques that do not refresh the viewer. In these cases you can control whether or not the screen refreshes and how often these updates occur.

To activate the automated screen refresh option:

1. Click the **Options** button.
2. Select the **Remote Control** tab.
3. Click '**Refresh screen every X milliseconds**.'

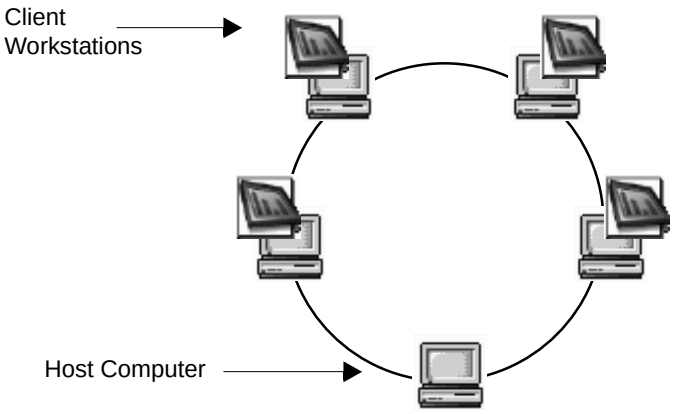
Chapter 6: Using Application Sharing

Overview

This chapter describes using the application sharing function of e/pop. Application sharing allows two or more users to view and interact with an application running on a host computer.

With e/pop's application sharing feature, you can set up an application on a networked host computer and share it with one or more users on client computers. The host computer can be your own computer or a remote computer. The initiator of the application sharing session is given moderation privileges and can grant keyboard and mouse control to specific participants.

Figure 6-1
Typical application sharing configuration



Application sharing can be used for the following:

- train employees,
- give presentations with participants from various locations, or
- remotely provide software support.

Application sharing can be combined with the following to add interaction between the host and participants.

- Instant messaging
- Chat conferencing
- Voice conferencing

Requirements

Application sharing and remote control are dependent upon the quality of the hardware in the host computer. To run application sharing, you should have the following:

Host computer hardware

- Pentium computer
- AGP/PCI Graphic Accelerator Card
- Updated video drivers

Host computer software

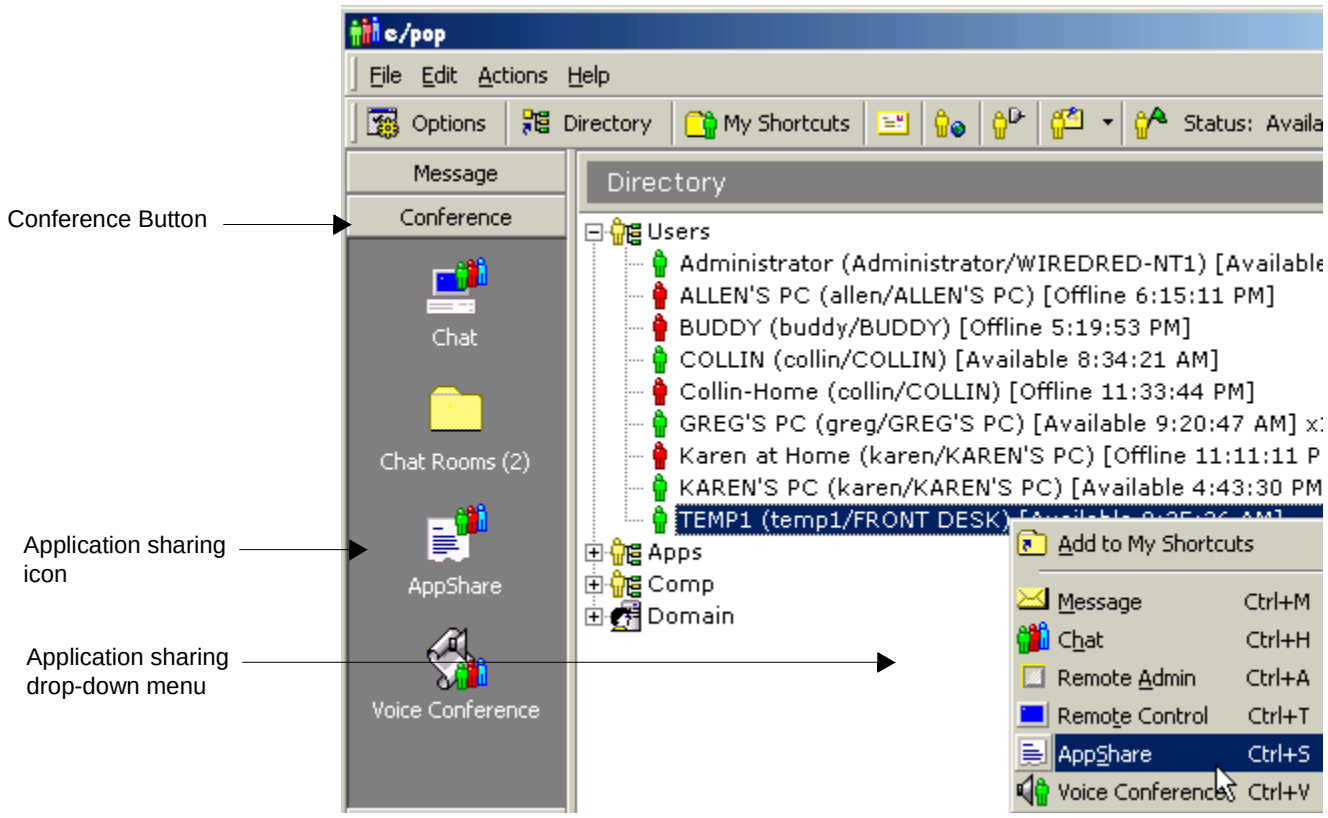
- Windows 95, 98, NT/2000 or ME
- e/pop 3.0 installed and operating
- TCP/IP as the default protocol

Starting Application Sharing

To set up an application sharing session on your own computer, do the following:

1. Start the application you want all participants to view. (For example: Microsoft Word, presentation, or other software application.) Refer to Figure 6-2.
2. Select the **Conference** button.
3. Select yourself and the directory objects that you want to include on the voice conference session from the Directory.
4. Start Application Sharing using one of the following:
   - click on the **AppShare** icon, or
   - right-click and select **AppShare** from the drop-down menu, or
   - select **AppShare** from the Actions pull-down menu.
5. Click **Make Appshare Host** button .
6. Invite other users to the application sharing session by:
   - Select objects from the Directory and drag and drop the object(s) into the AppShare participant's window.

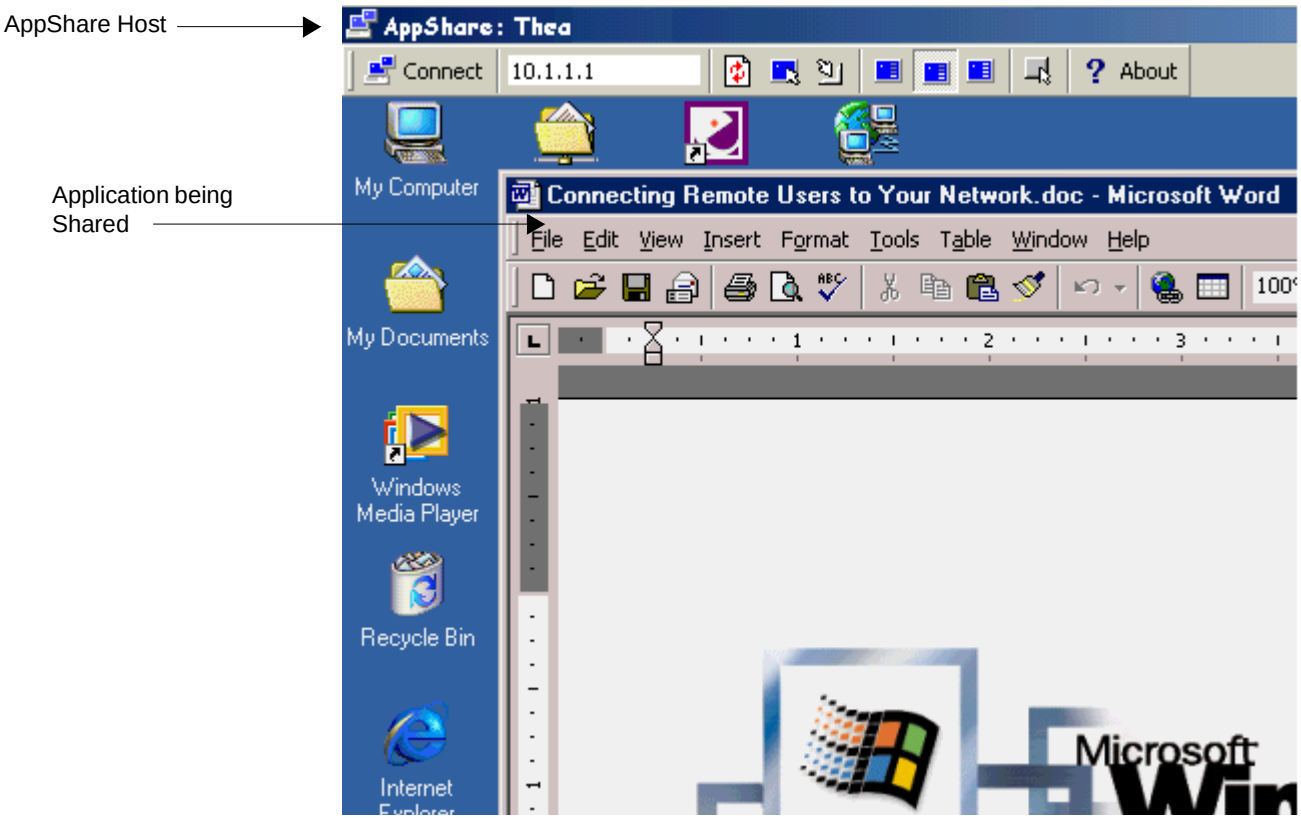
Figure 6-2
Starting Application Sharing



The AppShare Viewer

The AppShare Viewer is the window into the host computer. Each participant in the application sharing is provided a viewer to examine the real-time contents of the session.

Figure 6-3
AppShare Viewer



Inviting Users

To invite a user into an application sharing session, do the following:

- Select objects from the Directory and drag and drop the object(s) into the AppShare participant's window.

Expelling Users

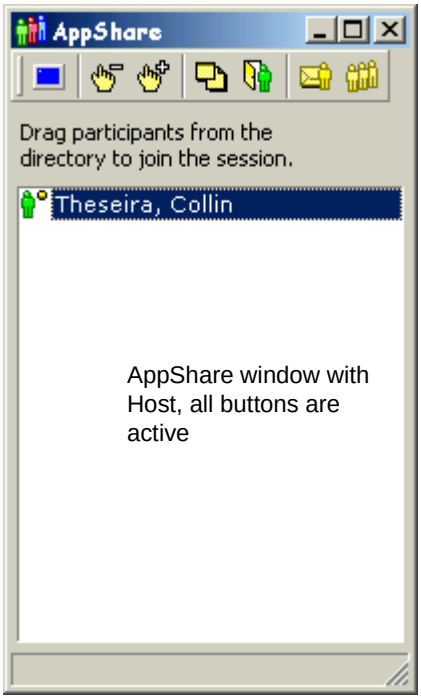
To expel a user from an application sharing session, do the following:

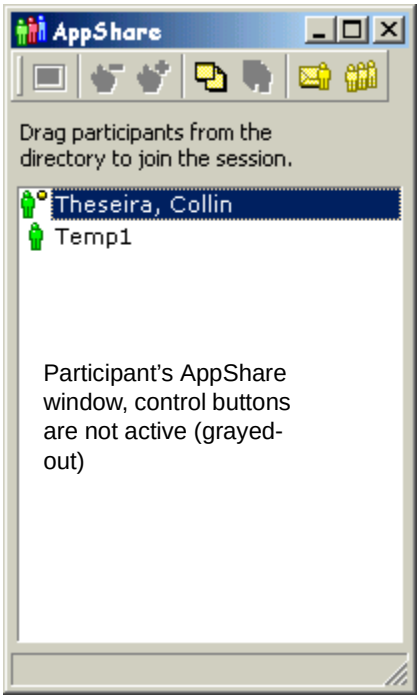
1. Select a user in the AppShare participants window.
2. Click the **Expel** button on the tool bar.

AppShare Participants Window

Figure 6-4, the AppShare participants window displays all the users who are participating in the application sharing session. You can invite additional participants by selecting them from the Directory and drag and drop them into the participant's window.

Figure 6-4
AppShare window


AppShare
Drag participants from the directory to join the session.
Theseira, Collin
AppShare window with Host, all buttons are active


AppShare
Drag participants from the directory to join the session.
Theseira, Collin
Temp1
Participant's AppShare window, control buttons are not active (grayed-out)

Controlling Access to the Keyboard and Mouse

The moderator of the application sharing session can grant or restrict access to the mouse or the keyboard. By default, the moderator is the only participant with mouse and keyboard control of the host.

To grant control access to keyboard and mouse:

1. Select a user or users in the AppShare participants window.
2. Click the **Controls On** or **Controls Off** button on the tool bar.
   - Selecting **Control On** provides access to the keyboard and mouse.
   - Selecting **Control Off** removes keyboard and mouse access.

Note: When the **Control On** button is applied to a participant a ball (sphere) will be added next to the participants the icon to indicate access. Selecting the **Control Off** will remove access and the ball (sphere) will be removed.

Sending a private message

You can start a private chat session with another user or users in the same chat session while you are participating in a current chat session.

To send a private message:

1. Select a user or users in the AppShare participants window.
2. Click on the **Private Message** button on the tool bar.

Starting a private chat session

You can start a private chat session with another user or users in the same chat session while you are participating in a current chat session.

To start a private chat session:

1. Select a user or users in the AppShare participants window.
2. Click on the **Private Chat** button on the tool bar.

Automatic Screen Refreshes

Most applications automatically transmit their real-time changes to the viewers of the application sharing session. However, some applications use special techniques that do not refresh the viewers. In these cases you can control whether or not the screen refreshes and how often these updates occur.

To activate the automated screen refresh option:

1. Click the **Options** button.
2. Click the **AppShare** tab.
3. Click **'Refresh screen every X milliseconds.'**

Hosting Application Sharing on a Remote Computer

You can dedicate computers on your network for application sharing purposes. These machines can act as hosts for anyone on the network. To host application sharing session on a remote computer:

1. Select a remote computer or workstation to host the application sharing session from the Directory.
2. Start the application you want all participants to view. (For example: Microsoft Word, presentation, or other software application.) Refer to Figure 6-2.
3. Select the **Conference** button.
4. Start Application Sharing using one of the following:
   - click on the **AppShare** icon or
   - right-click and select **AppShare** from the drop-down menu, or
   - select **AppShare** from the Actions pull-down menu.
5. Click **Make Appshare Host** button .
6. Invite other users to the application sharing session by:
   - Select objects from the Directory and drag and drop the object(s) into the AppShare participant's window.

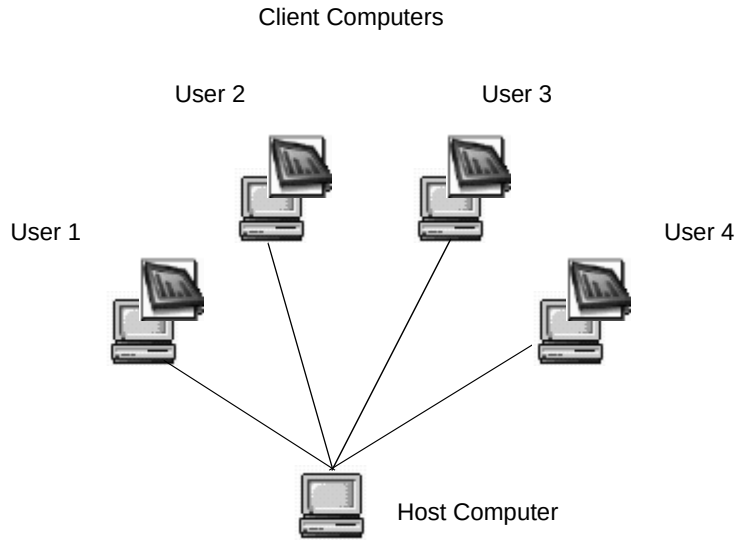
Chapter 7: Using Voice Conferencing

Overview

This chapter describes using the voice conferencing function of e/pop. Voice conferencing allows two or more users to communicate real time through a host-networked computer.

With e/pop's voice conferencing feature, you can set up a voice conference on a networked host computer and share it with one or more users on client computers. The host computer can be your own computer or a remote computer. The initiator of the voice conference session is by default the "hub" or relay of the session. All conversation is routed through the host computer and out to all session participants.

Figure 7-1
Example of voice conferencing



Voice conferencing can be used for the following:

- train employees, or
- online meetings with participants from various locations, or
- provide software support remotely.

Voice conferencing can be combined with the following to add interaction between the host and participants.

- Instant messaging
- Chat conferencing
- Application sharing

Requirements

Voice conferencing is dependent upon the quality of the hardware/software in the client computer. To run voice conferencing, you should have the following:

Host computer hardware

- Pentium recommended
- Sound Card
- Speakers
- Microphone
- Current drivers for your sound card

Host computer software

- Windows 95, 98, NT/2000 or ME
- e/pop 3.0 installed and operating
- e/pop 3.0 voice conferencing
- TCP/IP as the default protocol

e/pop Voice Conferencing Software

The e/pop voice conferencing software is not delivered with the e/pop software. If you want to use the voice feature, you will need to download the executable file from the WiredRed Web site.

```
http://www.wiredred.com
```

Install e/pop voice conferencing executable into the directory you choose during the setup procedure. The default installation directory for e/pop is the following:

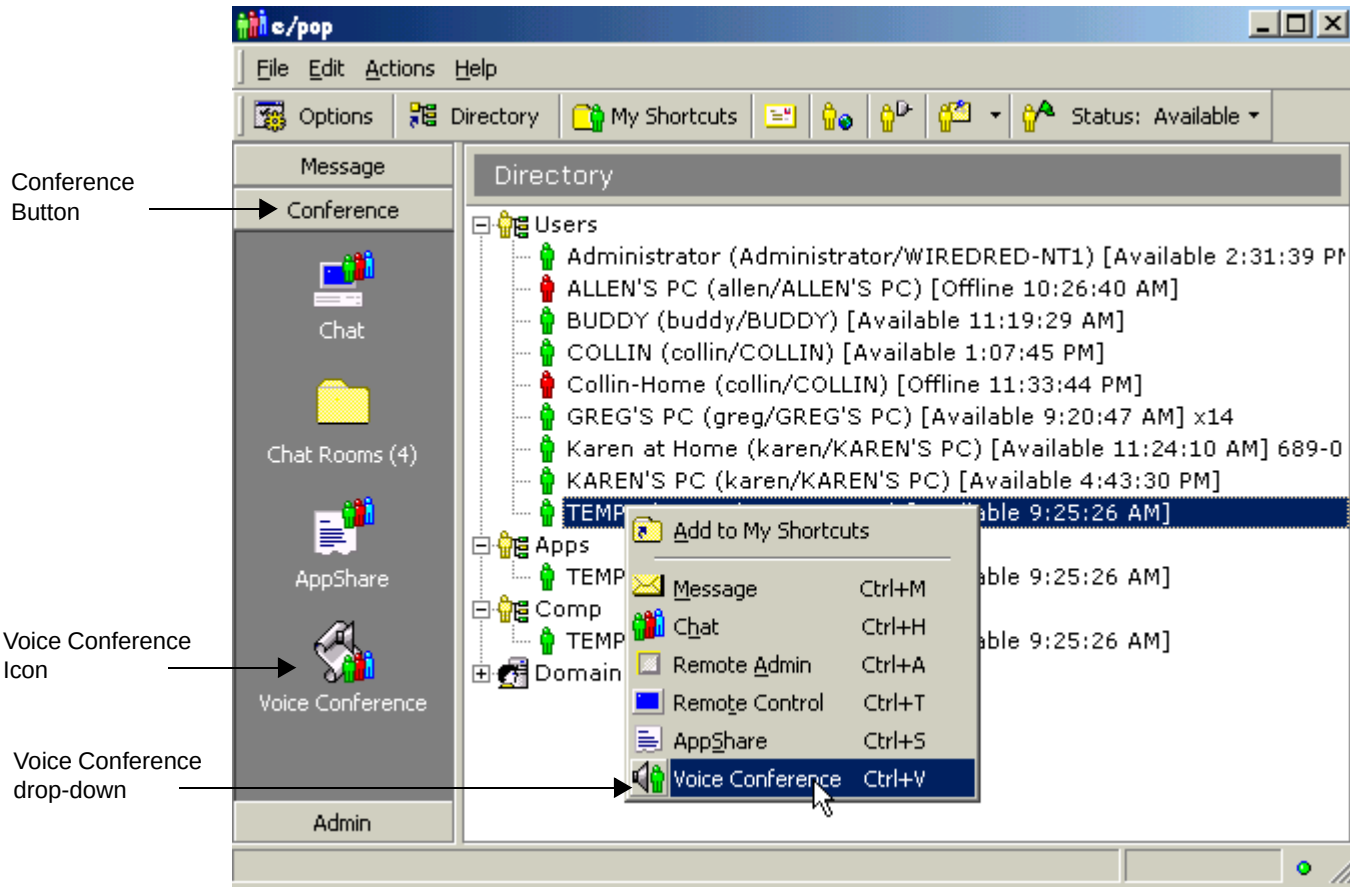
```
C:\Program Files\Wiredred\Epop
```

Starting Voice Conferencing

To start a voice conference session on your own computer, do the following:

1. Select the **Conference** button.
2. Select yourself and the directory objects that you want to include on the voice conference session from the Directory.
3. Click on the **Voice Conference** icon or right-click and select **Voice Conference** from the drop-down menu.

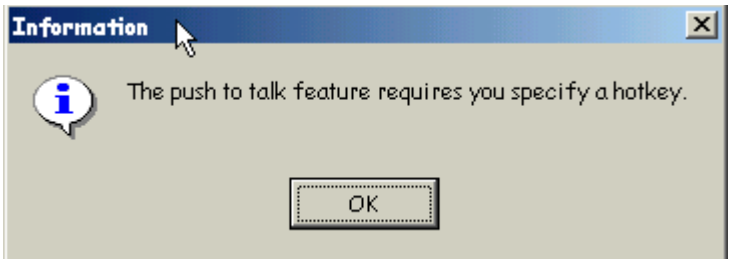
Figure 7-2
Starting Voice conferencing



Connecting for the First Time

Voice conferencing is delivered out-of-the-box with the default setting of **Push To Talk**. If you are connecting for the first time you will receive the message '**The push to talk feature requires you specify a hotkey.**' Refer to Figure 7-3.

Figure 7-3
Push to Talk Message

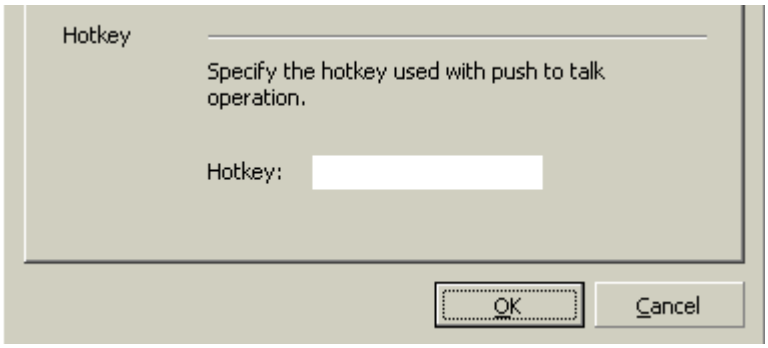


To complete your connection do the following:

1. Click **OK**.
2. Select **Options** from the e/pop **Voice** participant menu.
3. Select the ‘Hotkey’ preference in the **General** tab and specify the hotkey to be used with Push to Talk. The HotKey specifies the key that enables talking during the voice conference. e/pop voice conferencing is delivered with two options in the ‘Hotkey:’ input box. Place the cursor in the input box and select a keyboard or mouse hotkey.

Note: You can select any key for this option.

Figure 7-4
Push to Talk Hotkey



Inviting Users

To invite users into an voice conferencing session, do the following before starting the voice conference application:

- Select users from the Directory

When a voice conference session has already been initiated a participant can join by manually executing Voice conferencing from his/her client computer from the Windows tool bar:

- Click **Start** > **Programs** > **e/pop** > e/pop voice conference

Expelling Users

To expel a user from an voice conferencing session, do the following:

1. Select a user in the **Voice** participants window.
2. Click the **File** > **Kick** button on the e/pop voice tool bar.

The e/pop Voice Participant Menu

The **Voice** participant menu is the main menu of the voice conferencing session. The menu will pop up on each invited participant's computer monitor.

The tools and features available on the e/pop voice participant menu give you the flexibility to add and remove connections, expel participants, and many more options. Refer to Table 7-2 for a brief description of the available tools and features of the Voice participant menu (refer to Figure 7-6 for the features on the File drop down menu).

Figure 7-5
Voice Participant Menu

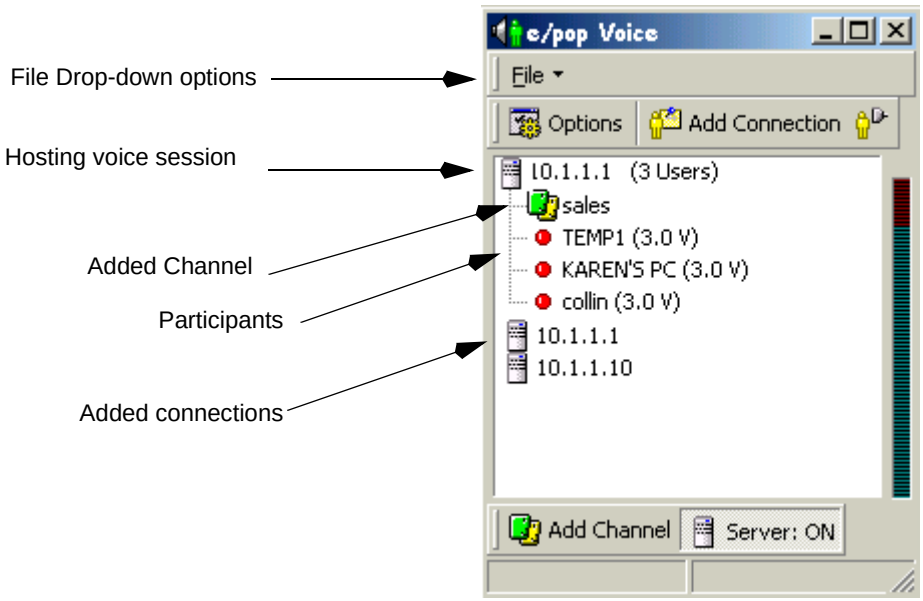


Table 7-1
Voice Participant options

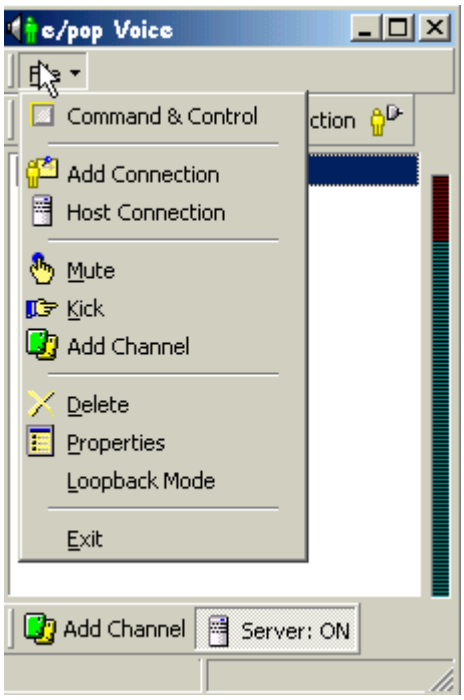
Button	Description
File	**File:** tools available during the voice conference: • Command & Control - Use to set up a combination of hotkeys and commands to use during a session. • Add Connection - (see Add Connection below) • Host Connection - Opens and closes host connection • Mute - Turn off or pause audio • Kick - Expel a participant • Add Channel (see Add Channel below) • Delete - delete connection or participant • Properties - Connection window with status of current address of server and password if assigned. • Loopback Mode - Used to test sound on your local computer.
Options	**Voice Conferencing Options:** See Table 7-2 for a list of set up options available with voice conferencing.
Add Connection	**Add Connection:** Connection window to: • specify address of a new remote server, or • specify connection password to server.
	Disconnect: Disconnects from conference.
Add Channel	**Add Channel:** Add one or more channels to the session.
Server: OFF	**Server:** OFF/ON - toggles server operation for voice conference hosting.

File Window

Click on the File button on the voice participant menu to see the additional options available (see Figure 7-6). The following selections respond with a new menu, which delivers information or requires input.

- Command & Control
- Add Connection
- Add Channel
- Properties

Figure 7-6
File Drop-down tools

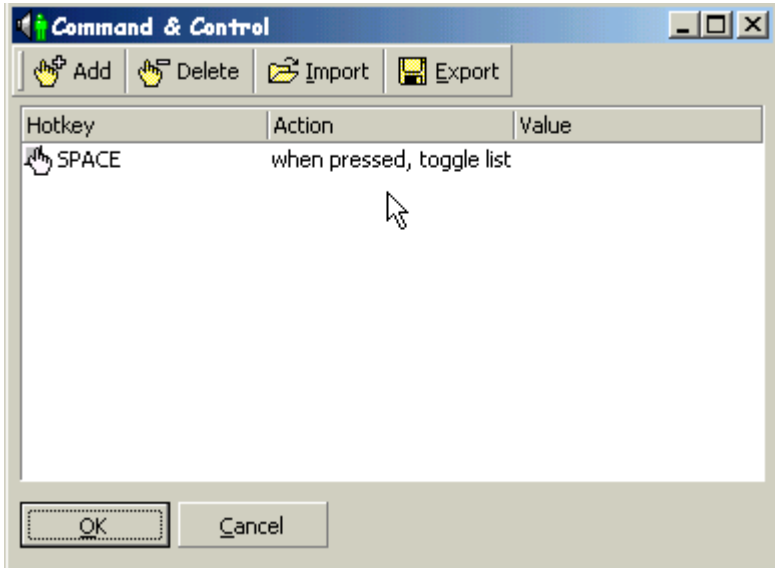


Command & Control

The command and control option is used to set up a combination of hotkeys and commands to use during a session. Select **File > Command & Control**.

1. Click on the **Add** button and is invoked with a button icon.
2. Click in the Editbox under **HotKey** and select a key (for example, F1 or space) from your keyboard.
3. Click in the space under **Action**, select the action to be associated with the hotkey from the drop-down list (for example, ‘when pressed, toggle listening on channel’).
4. Click in the space under **Value,** enter the value (for example, name of channel).

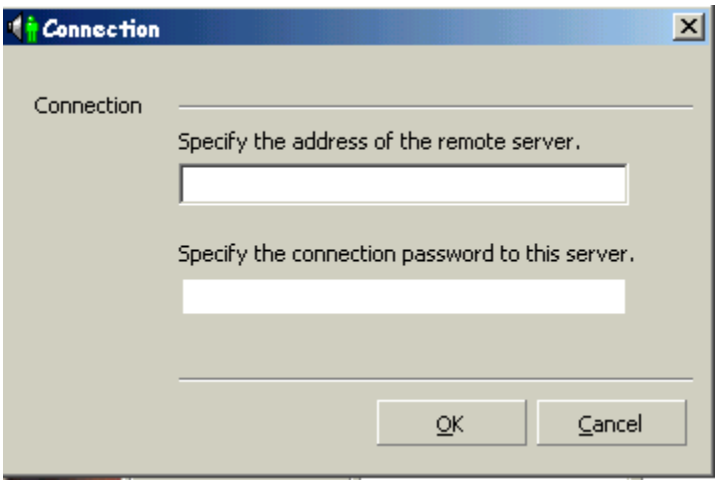
Figure 7-7
Command & Control



Add Connection

The connection menu is used to specify the address of a new remote server and specify the server connection password.

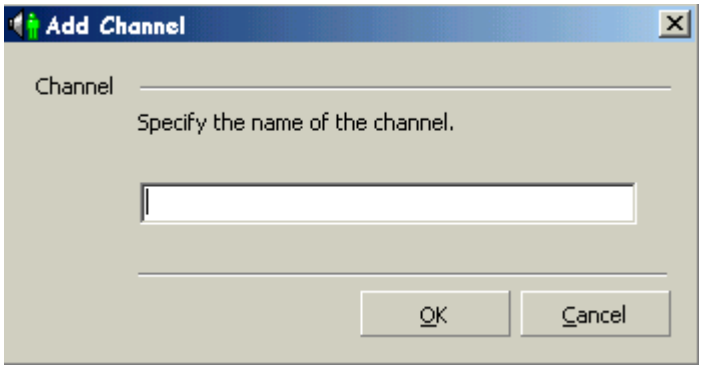
Figure 7-8
Connection Menu



Add Channel

The add channel menu is used to add one or more channels to the session. Channels are used to create private voice sessions for a group or groups of participants during a voice channel session.

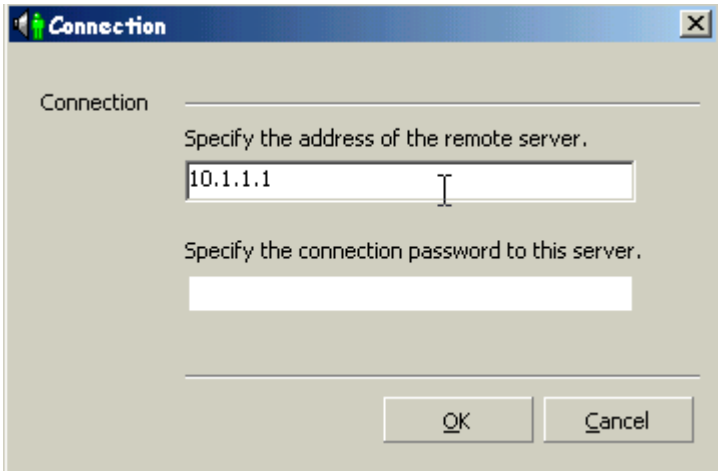
Figure 7-9
Add Channel menu



Properties

The connection menu shows the IP address of the remote server hosting the voice session.

Figure 7-10
Properties Option



Customizing Voice Conferencing

This section describes using options to customize voice conferencing in e/pop. Figure 7-11 shows the Voice options menu and Table 7-3 gives a brief description of each option tab.

Figure 7-11
Voice Options

Table 7-2
Voice Options

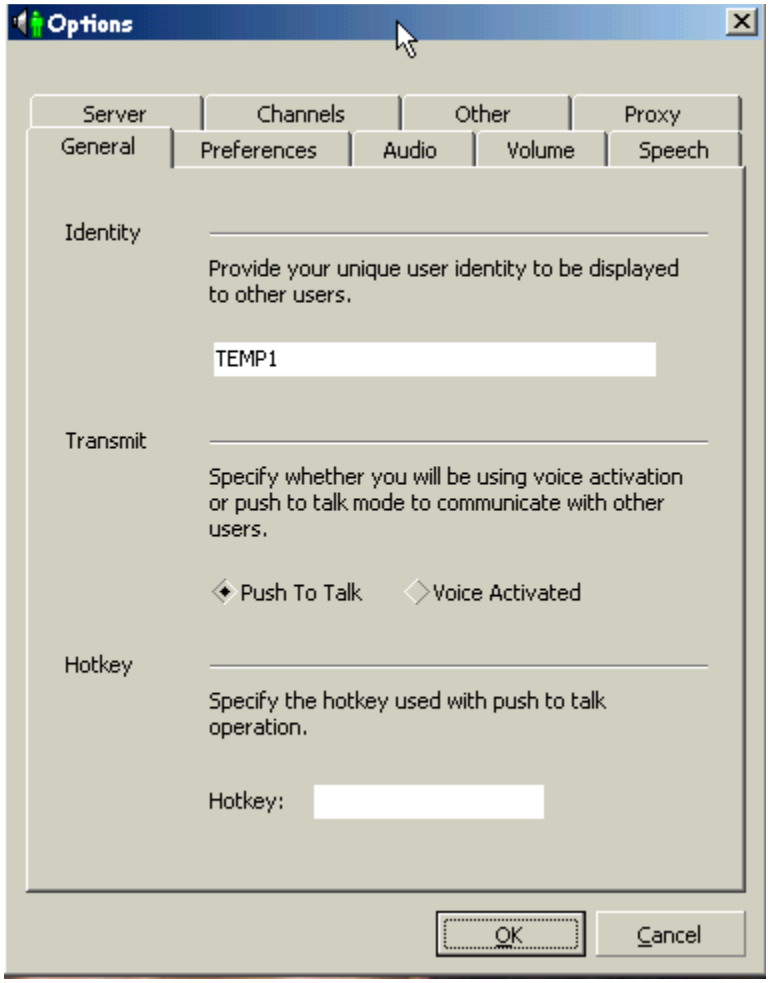
Options Tab	Preferences	Description
General	Identity Transmit Hotkey	• You can change your identity that other participants will see during the session • Select Push to Talk (default) or Voice Activated • Enter HotKey when using Push to Talk
Preferences	Preferences Users Activation	• Operational preferences • Show user statistics (version & packet loss) • Adjust voice activation sensitivity
Audio	DirectX Recording Playback	• Select audio option DirectX or Wave • Specify recording device • Specify playback device
Volume	Levels Microphone	• Adjust volume of speakers • Adjust recording volume
Speech	Preferences Speech Playback	• Options for speaking user's identity during connect/disconnect • Options for computer generated voice • Specify alternative playback device
Proxy	Preferences	Specify for operating behind a gateway, proxy, firewall, etc.
Other	Adapter Special	• Specify alternative network adapter • Unique settings for older software/hardware **Note:** Use this section if you have multiple cards
Channels	Channels	Add, Delete and Edit channels created to provide private group communication
Server	Password Compress	• Specify password required for connecting to and administration of the server • Select compression level for voice communication

Selecting Options for Voice Conferencing

The following voice option menus contain the out-of-box default options.

General Options Tab The settings in the general tab allow you to change the identity displayed to the other participants during the voice conferencing session. You can also change the transmission selection from Push to Talk to Voice Activated if your computer is equipped.

Figure 7-12
General options tab

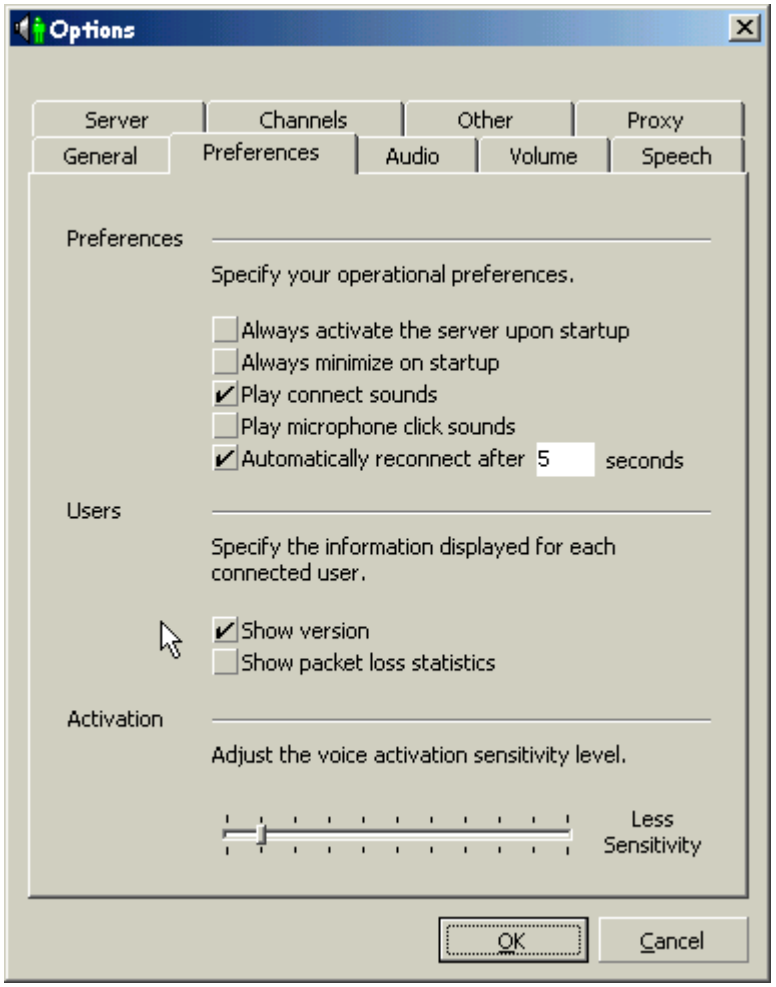


The **HotKey** specifies the key that enables talking during the voice conference. Place the cursor in the input box and select a keyboard or mouse hotkey.

Preferences Options Tab The settings in the preferences tab allow you to customize your operational preferences while running voice conferencing.

- **Always activate the server upon startup** - starts the e/pop voice conferencing server when your e/pop voice is started.
- **Always minimize on startup** - e/pop voice conferencing is minimized to the tray, ready to be used.
- **Play connect sounds** - Default, when new users connect your selected sounds will play (see "Sounds Options" in Chapter 8).
- **Play microphone click sounds** - When you talk a 'clicking' sound will be heard by the other participants.
- **Automatically reconnect** - Default, set the time to reconnect to the session.

Figure 7-13
Preferences options tab



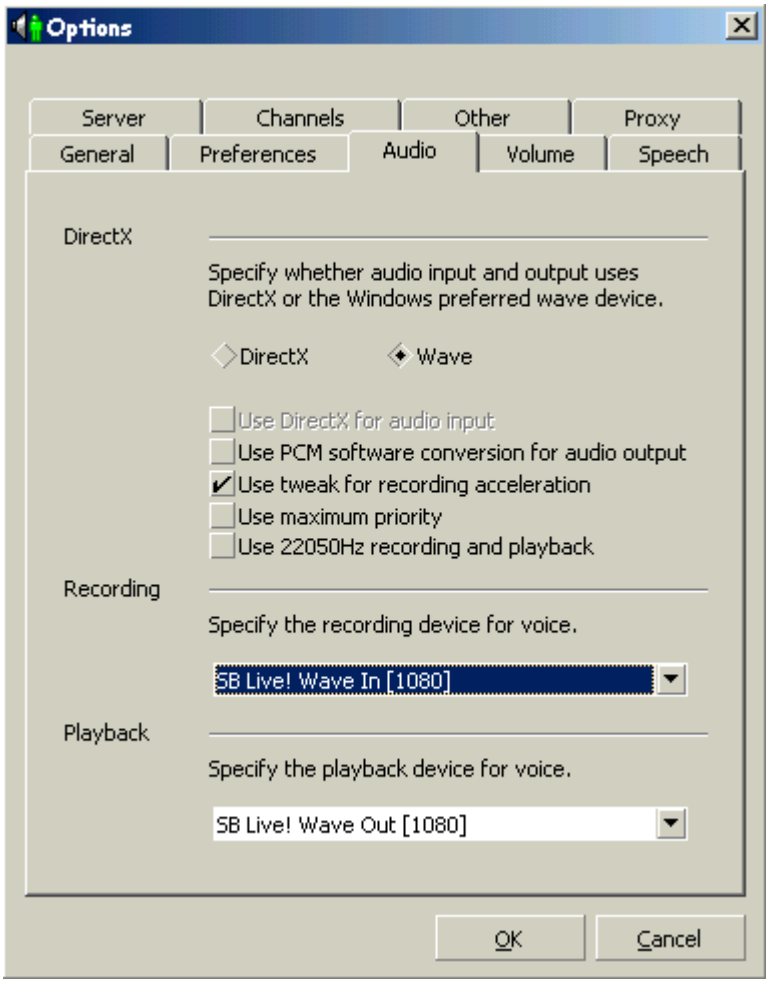
The 'Users' selection gives you the capability to view the statistic's of each user during the voice conference. 'Show Version' gives the version of e/pop being used and the 'Show pack loss statistics' indicates the amount of voice transmission is being dropped.

'Activation' selection is to adjust the level or sensitivity of the microphone. If you speak softly or have a loud voice, adjust accordingly.

Audio options tab Specify whether audio uses DirectX or the Windows preferred wave device. Select the Recording/playback sound device for your machine.

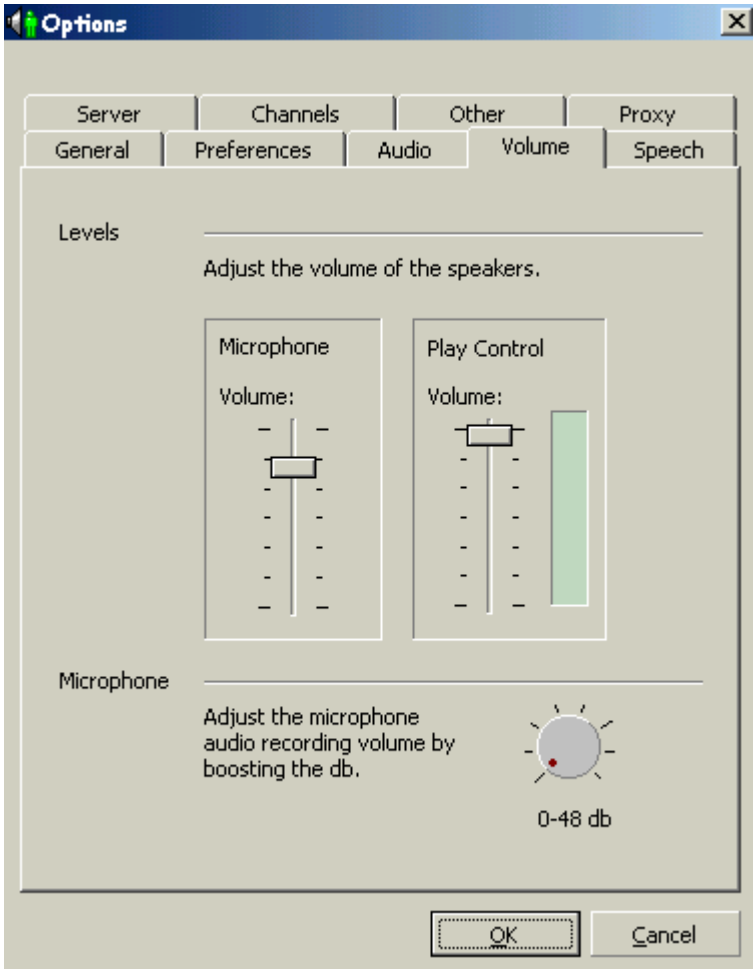
Note: If DirectX for audio input is grayed out DirectX is not installed on your PC.

Figure 7-14
Audio options tab



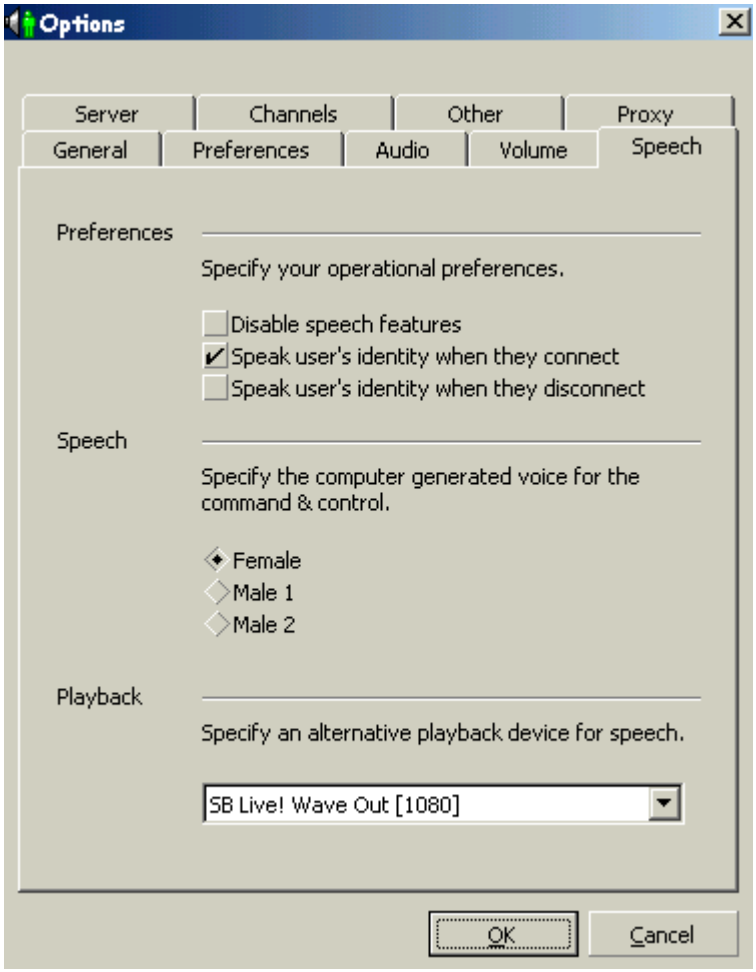
Volume options tab Use to adjust the volume of the speakers and adjust the audio volume of the microphone.

Figure 7-15
Volume options tab



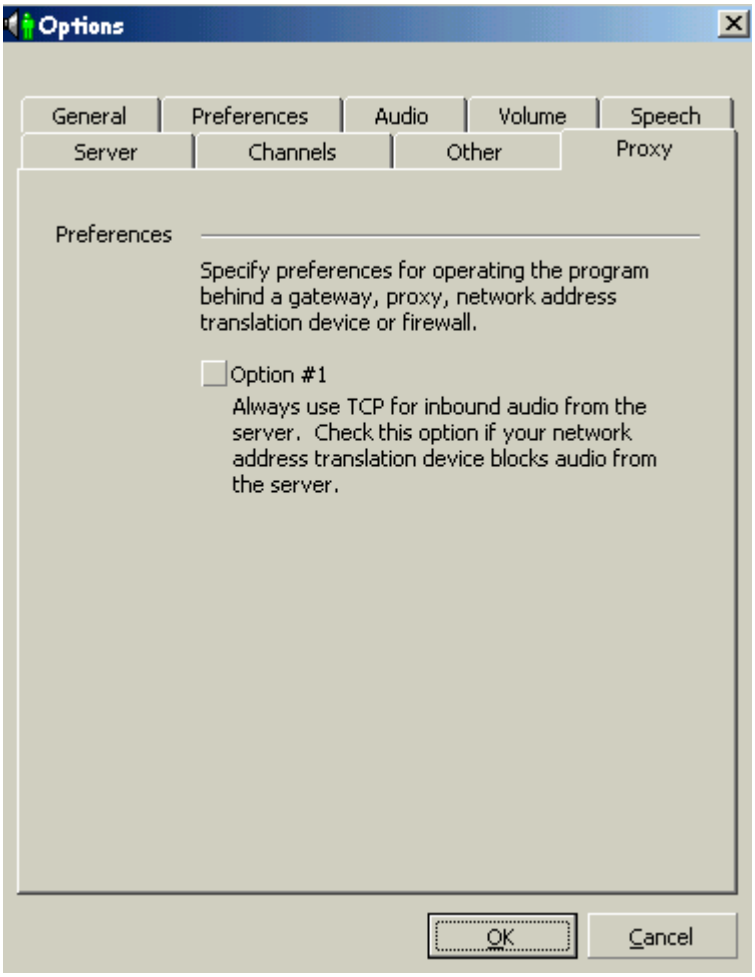
Speech options tab Use the options in the ‘Preferences’ selection to disable the speech features or speak the identity when connecting and disconnecting. The ‘Speech’ selection is used to specify the gender of the computer generated voice. If you have more than one playback device installed use ‘Playback’ to select the alternative device.

Figure 7-16
Speech options tab



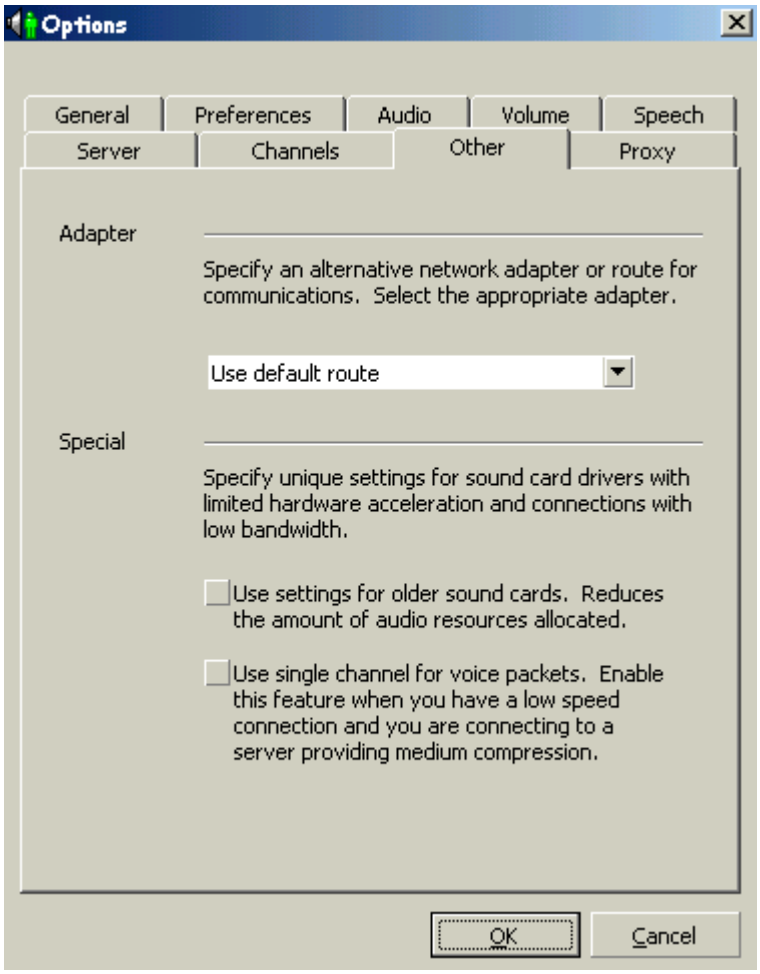
Proxy options tab Specify options when operating behind a gateway, proxy, firewall, etc.

Figure 7-17
Proxy options tab



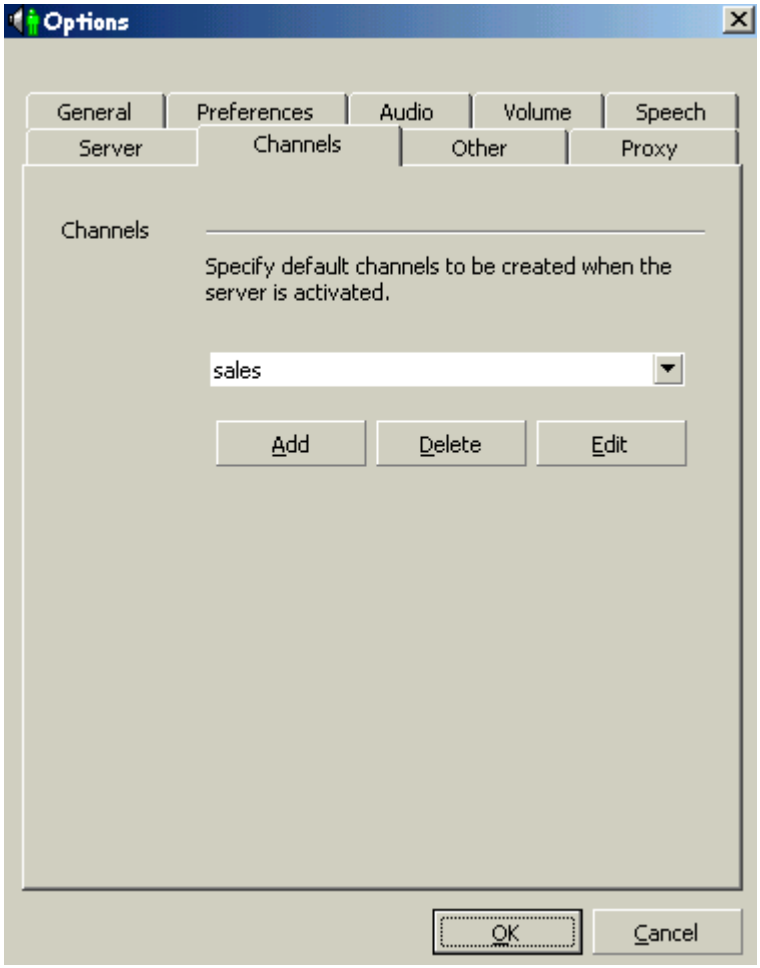
Other options tab Use this section if you have multiple network cards installed in your computer and have older sound cards or have a low speed connection.

Figure 7-18
Other options tab


Options
General
Preferences
Audio
Volume
Speech
Server
Channels
Other
Proxy
Adapter
Specify an alternative network adapter or route for communications. Select the appropriate adapter.
Use default route
Special
Specify unique settings for sound card drivers with limited hardware acceleration and connections with low bandwidth.
Use settings for older sound cards. Reduces the amount of audio resources allocated.
Use single channel for voice packets. Enable this feature when you have a low speed connection and you are connecting to a server providing medium compression.
OK
Cancel

Channels options tab e/pop gives you the flexibility to break up a voice conference into channels. Channels can be used to divide a large group on a voice conference into smaller groups. Each channel can communicate at the same time but only be heard in his/her channel.

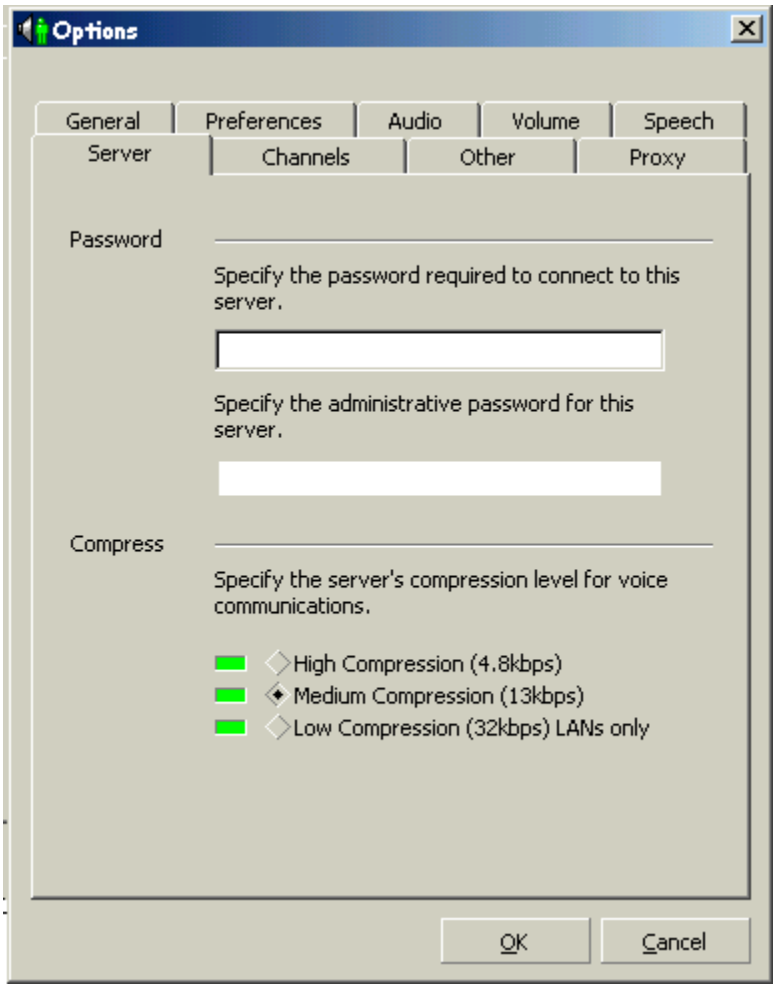
Figure 7-19
Channels options tab



Server options tab When setting up the e/pop voice conferencing server you can protect the session with a password. If someone wishes to join the voice conference he/she will need the password.

An administrative password can also be set to limit access to options.

Figure 7-20
Server options tab



The ‘Compress’ selections determine the compression used when data is transmitted across the network.

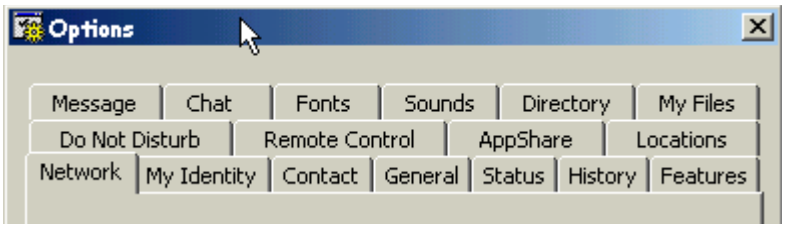
- High Compression (4.8kbps) -
- Medium Compression (13kbps) - Default.
- Low Compression (32kbps) LANs only -

Chapter 8: Customizing With Options

Overview

This chapter describes using Options to customize e/pop. The options allow you to control the various operating aspects of the e/pop program. Some of these settings include the fonts, sounds and preferences that the program uses. Figure 8-1 illustrates the tab options available in the Options menu.

Figure 8-1
Options



Network Options

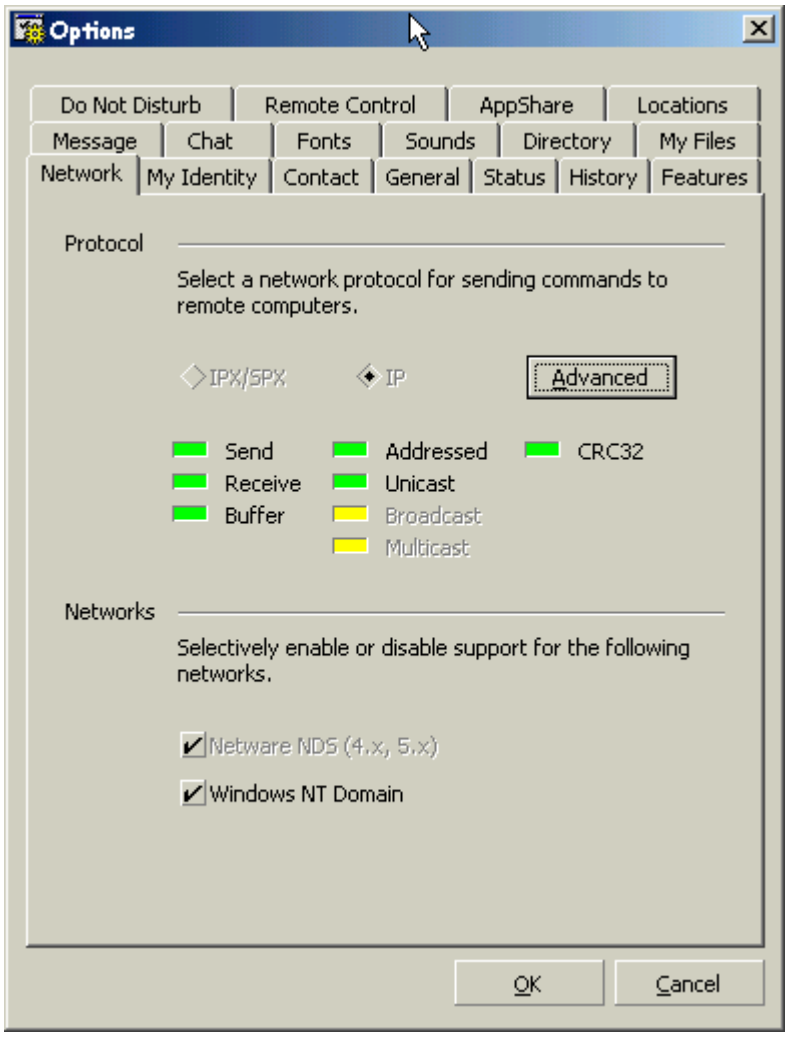
Use Network options to specify the default protocol for e/pop and the active networks (refer to Figure 8-2).

The 'Protocol' Selection e/pop can use either IPX or IP protocol to communicate over the network. Certain features such as application sharing and remote control require the IP protocol. It is recommended you use the IP protocol if your network is already configured for IP.

Protocol Status LEDs The protocol status LEDs indicate the state of the various protocol-related capabilities of e/pop. It is not unusual for certain settings to be yellow, depending upon the configuration of the network. If any of the LEDs appear in red when communicating, then a mis-configuration exists in your protocol configuration on the computer.

Depending upon whether you select directed broadcasting or multicasting, the multicasting LED appears in yellow at all times.

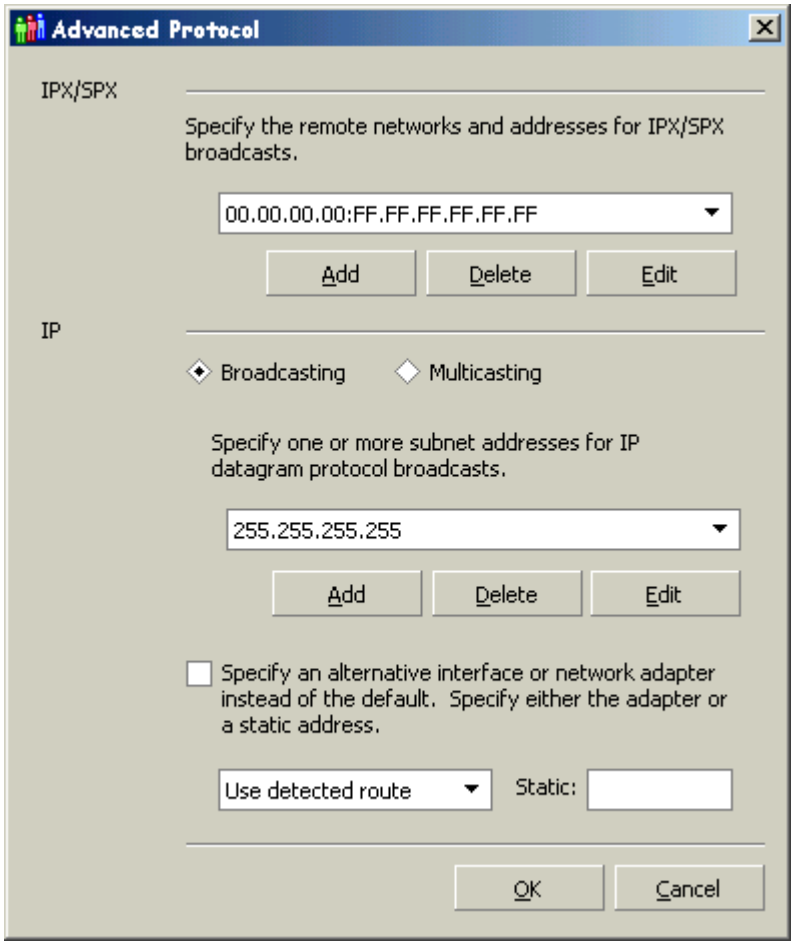
Figure 8-2
Network options



The 'Networks' Selection The networks check boxes allow you to control whether e/pop uses a particular network. By removing the check next to the respective network, you remove support for that particular network from e/pop.

Advanced protocol The advanced protocol options allow you to change the protocol behavior of the computer. By default, e/pop is configured to use directed broadcasting to the local area network indicated by the number 255.255.255.255 for IP, and FF.FF.FF.FF.FF.FF for IPX (refer to Figure 8-3).

Figure 8-3
Advanced Protocol
Options



Use the Advanced options for setting protocol if:

- Your network spans two or more physical locations
- Your network is separated by routers
- There is more than one network card or dialup adapter in your computer.

Specifying Remote Subnets and Wide Area Networks To traverse a wide area network, specify the remote broadcast subnet addresses of the remote networks. If you are unfamiliar with the subnet addressing of your particular network, contact your wide area network manager. Remote subnets usually are in the form of the IP address range of the network, combined with the masking for the network. For instance, if the remote network's address range is 10.5.2.1 through 10.5.2.254, and its subnet mask is 255.255.255.0, then the broadcast subnet value that you enter into e/pop's advanced protocol options is 10.5.2.255. Repeat this procedure for each subnetwork.

Note: The broadcast subnet is not the same as a subnet mask. Your router must support directed or limited broadcasts over its ports.

These addresses can be provided to e/pop using three different approaches. You can provide them manually, as indicated above, embed them into the e/pop application using the e/pop control panel, or use the command line switches:

- /BROADADDR+=
- /BROADADDR-=
- /FILE=

We recommend creating a centralized text file on your server that contains all the subnet addresses in the format required by the /FILE= command line switch. (Refer to command line switches on the WiredRed Web site for more details.)

Multi-casting e/pop supports multi-casting instead of directed broadcasting in the event that all your switches, hubs and routers support multi-casting. Contact your network manager for details on using multi-casting on your network.

Multiple Network Cards In the event your computer has more than one network card or more than a single route for TCP/IP, it might be necessary to instruct e/pop to use one card or route over the other. Place a check in the box ('**Specify an alternative interface or network...**') and type the IP address of the network or the static address you want e/pop to use.

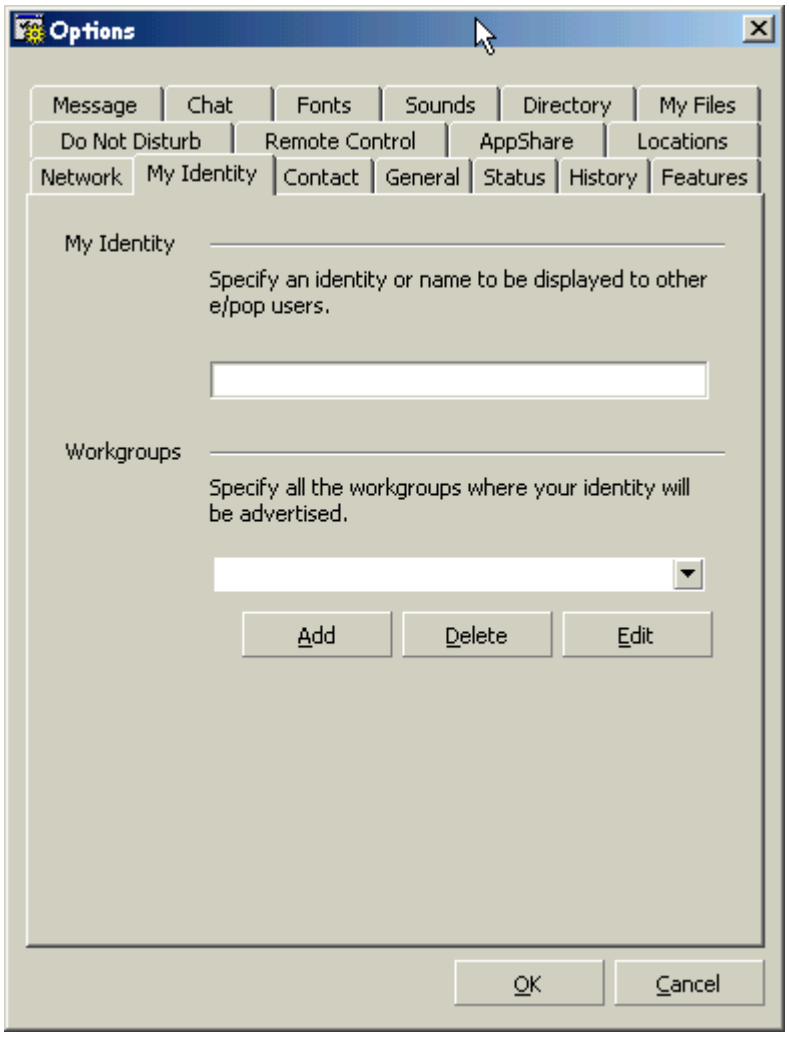
My Identity Options

My Identity is your unique name that is used for display in the e/pop directory, including any workgroups your identity is to be displayed.

Identity Specify the identity or name you want displayed to other e/pop users in the Directory.

Workgroups Specify one or more workgroups where your identity is advertised to other users.

Figure 8-4
My Identity Options



The User's network provides workgroup objects that can be controlled by the users of e/pop. Workgroups allow users to organize themselves by departments or roles in an organization.

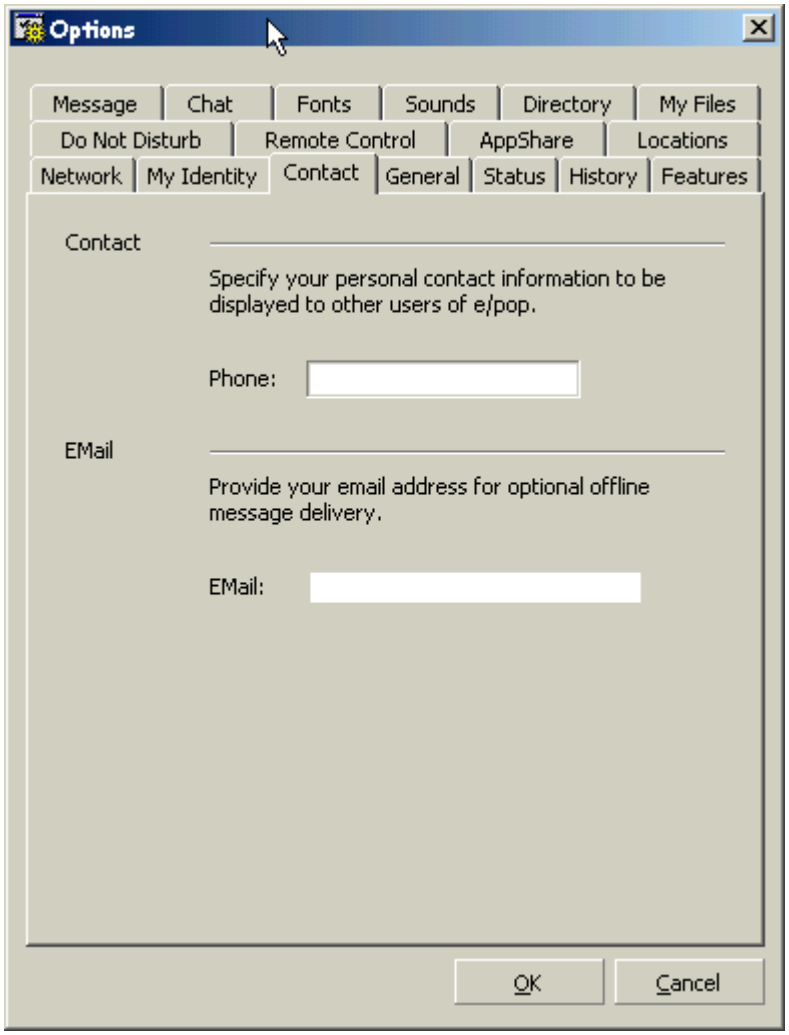
When you add, modify or delete a workgroup, e/pop informs all users and displays it in the directory.

Contact Options

Specify your personal contact information to be displayed to other users of e/pop.

- Enter your Phone or extension number
- Enter your E-mail address (for offline message delivery)

Figure 8-5
Contact options

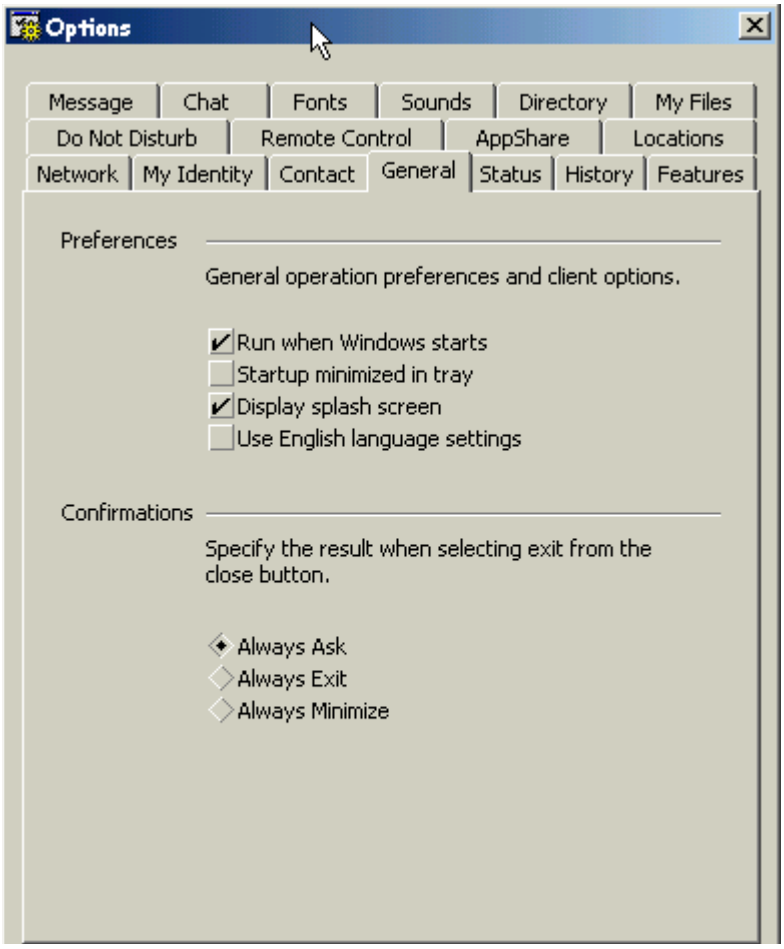


General Options

General Options include startup preferences and exit confirmations. Enable or disable each of the following:

- **Run when Windows starts** (Default) - e/pop starts each time you start Windows
- **Startup minimized in tray** - e/pop minimizes into the system tray when you start it
- **Display splash screen** (Default) - e/pop displays splash screen when you start it.
- **Use English language settings**

Figure 8-6
General Options



Exit confirmations Select one of the following:

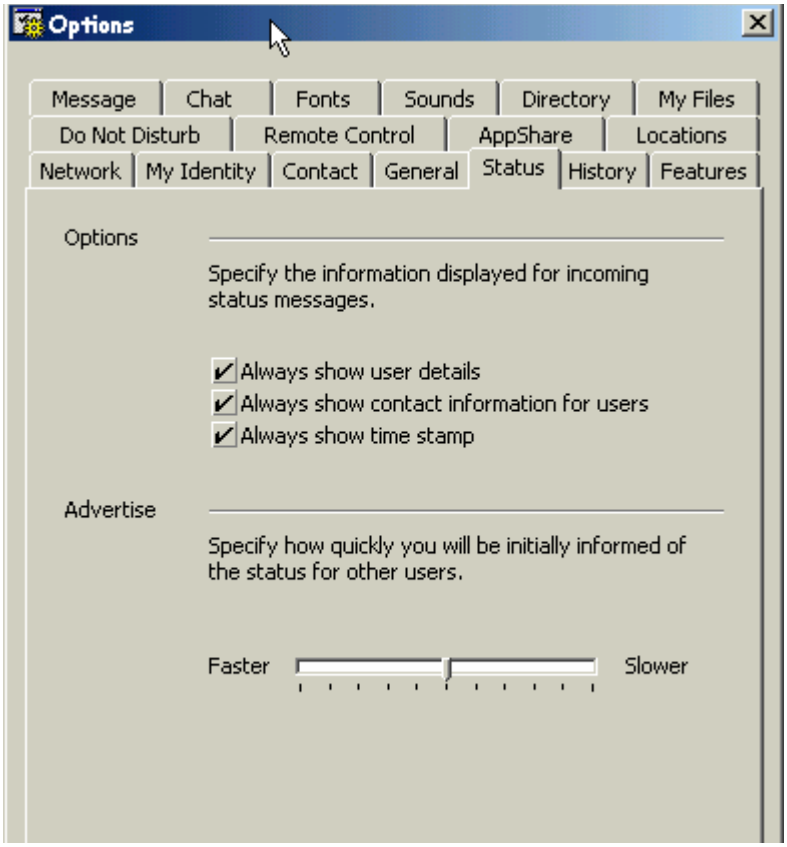
- **Always Ask** - e/pop displays a confirmation message when you exit the program from the close button (Default).
- **Always Exit** - e/pop does not display a confirmation message when you exit the program.
- **Always Minimize** - e/pop always minimizes to the system tray when you attempt to exit the program from the close button.

Status Options

The Status options determine what status detail information is displayed within the Directory. Enable or disable these options as desired:

- **Always show user details** - Displays all user information including login, identity and machine name.
- **Always show contact information for users** - Displays the user's phone extension and e-mail address.
- **Always show time stamp** - Displays the time stamp of the last status change for the user.

Figure 8-7
Status Options



Advertise The advertise feature of status determines the response time of status-related information when it is requested from another user of e/pop.

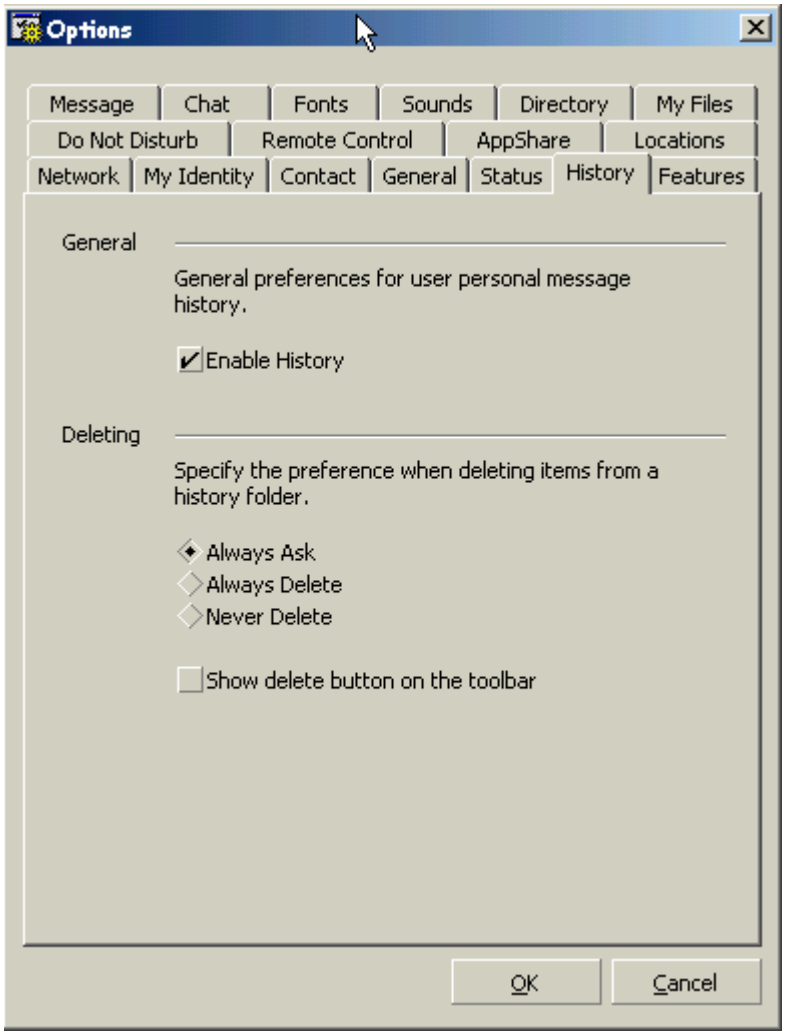
History Options

Use the History options if you want to store a history of messages. By default, this option is enabled and e/pop stores all messages in the Inbox, Sent and Deleted folders.

Deleting stored items Select one of these options for deleting items in the Inbox, Sent and Deleted folders.

- **Always Ask** - e/pop displays a confirmation message.
- **Always Delete**- e/pop deletes without a confirmation message.
- **Never Delete** - e/pop does not allow you to delete item.
- **Show delete button on the tool bar** - by default this item is disabled. If you enable this option, the delete button will appear when selecting items in a history folder.

Figure 8-8
History Options



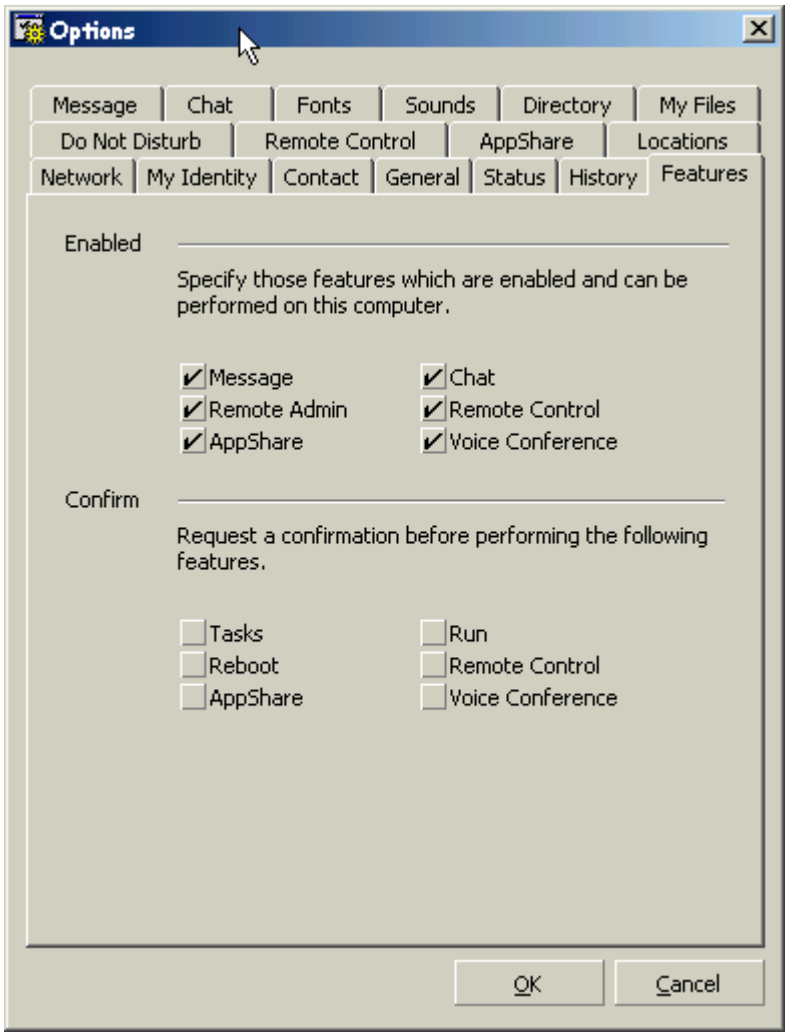
Features Options

Use Features options to enable or disable certain features of e/pop on your local installation or require a confirmation before allowing a feature to be performed on your computer.

Enabled To disable features remove the check next to a particular feature. You are removing the ability for the feature to be performed to your computer.

Confirmations By placing a check next to a feature, you can require a confirmation before a feature is performed on your computer. This is useful in selecting features such as remote control, but not without first obtaining permission from the user.

Figure 8-9
Features Options



Message Options

Use Message options to specify how e/pop displays new messages on your screen.

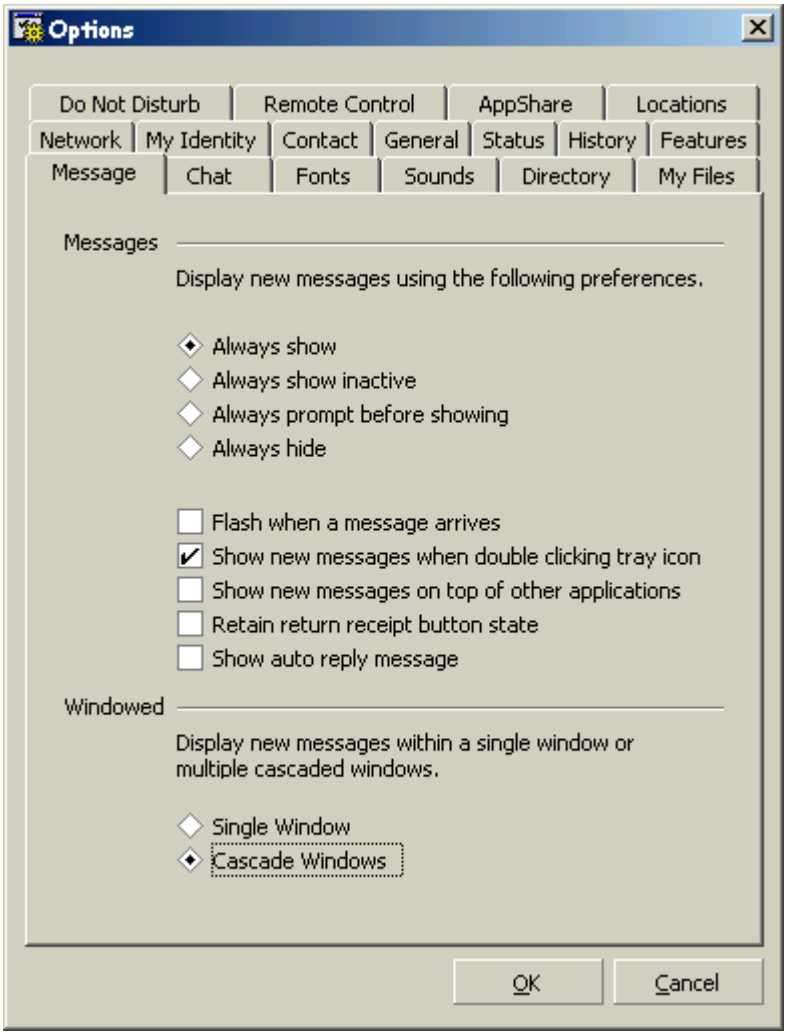
Select one of the following (refer to Figure 8-10):

- **Always show** (default) - New messages always pop up on your screen.
- **Always show inactive** - New messages display in the Windows task bar. Only the subject of the message displays.
- **Always prompt before showing** - A prompt displays when you receive a new message, asking if you want to see it.
- **Always hide** - New messages arrive in your Inbox folder, but do not pop up on your screen.
- **Flash when message arrives** - The tray icon and message window will flash when a new message arrives.
- **Show new messages when double clicking tray icon** -New messages pop up on the screen when you double click on icon message in tray.
- **Show new messages on top of other applications** -New messages stay visible on top of other applications until you close the message window.
- **Retains return receipt button state** - Allows e/pop to remember the state of the Return Receipt button from your last message.
- **Show auto reply message** - Displays the auto reply message on the tool bar when activated.

Windowed Enable or disable the option desired:

- **Single Window** - All messages are displayed in a single window, with Previous and Next buttons to scroll through the most recent messages.
- **Cascade Windows** (default) -All messages are displayed in a separate window, overlapped on the screen.

Figure 8-10
Message Options



Chat Options

Use Chat options to set display preferences when you are invited into a chat session or when a new message is posted to a chat session in which you are participating.

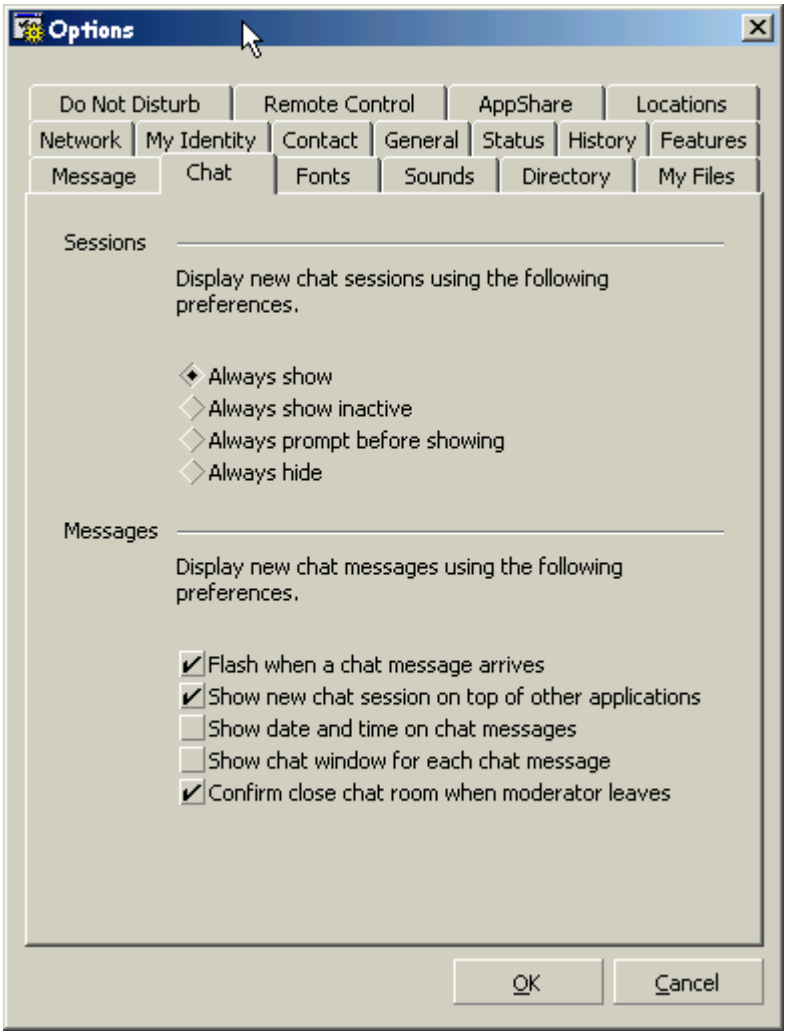
Select one of the following (refer to Figure 8-11):

- **Always show** - Chat window always pops up on your screen when you are invited into a chat session. (Default)
- **Always show inactive** - Subject of chat session displays in your Windows task bar when you are invited into a chat session.
- **Always prompt before show** - A prompt displays when you are invited into a chat session asking if you want to display the chat window.
- **Always hide** - Nothing displays or prompts you if you are invited into a chat session.

Messages Enable or disable the following:

- **Flash when a new message arrives** - Default, the tray icon and chat window flash when a new chat message arrives.
- **Show a new chat session on top of other applications** - Default, forces a new chat window to stay on top of other applications.
- **Show date and time on chat messages** - Displays date and time for all messages posted in a chat session.
- **Show chat window for each chat message** - Displays new window for each chat message received.
- **Confirm close chat room when moderator leaves** - Default, displays confirmation window before Chat session is closed.

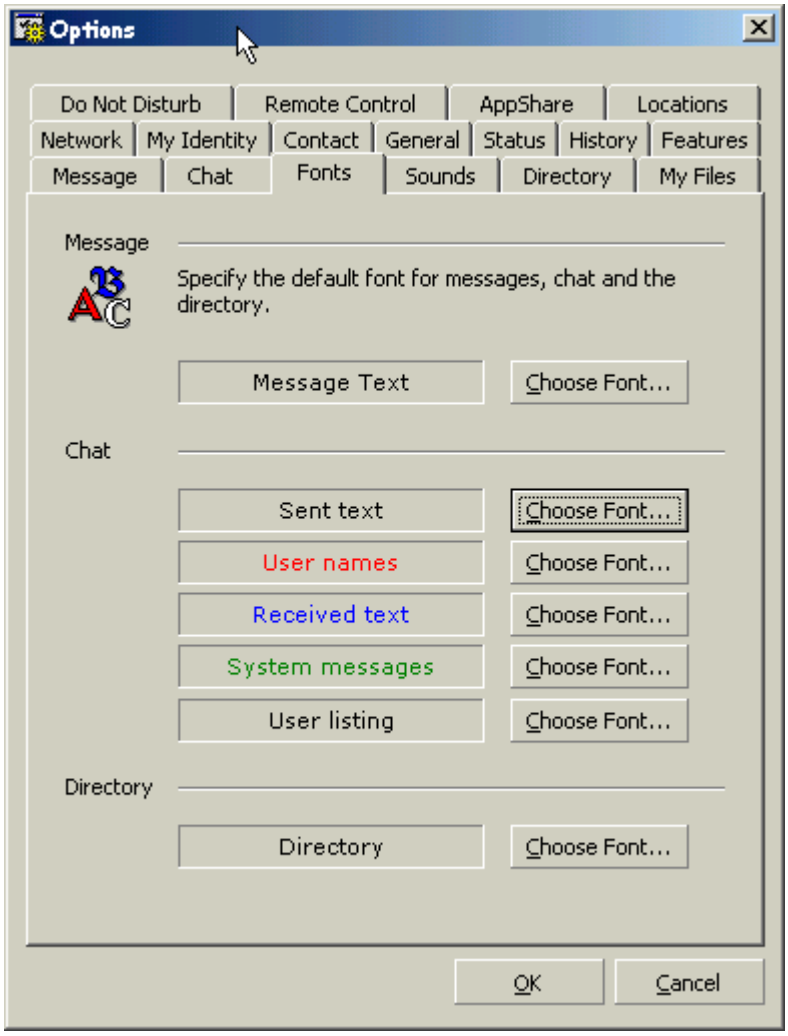
Figure 8-11
Chat Options



Fonts Options

Use the Fonts option to specify the fonts used by messages, chat and the Directory window.

Figure 8-12
Fonts Options



Sounds Options

Use the Sounds option to specify audio alerts when you receive a new message or are invited into a chat session.

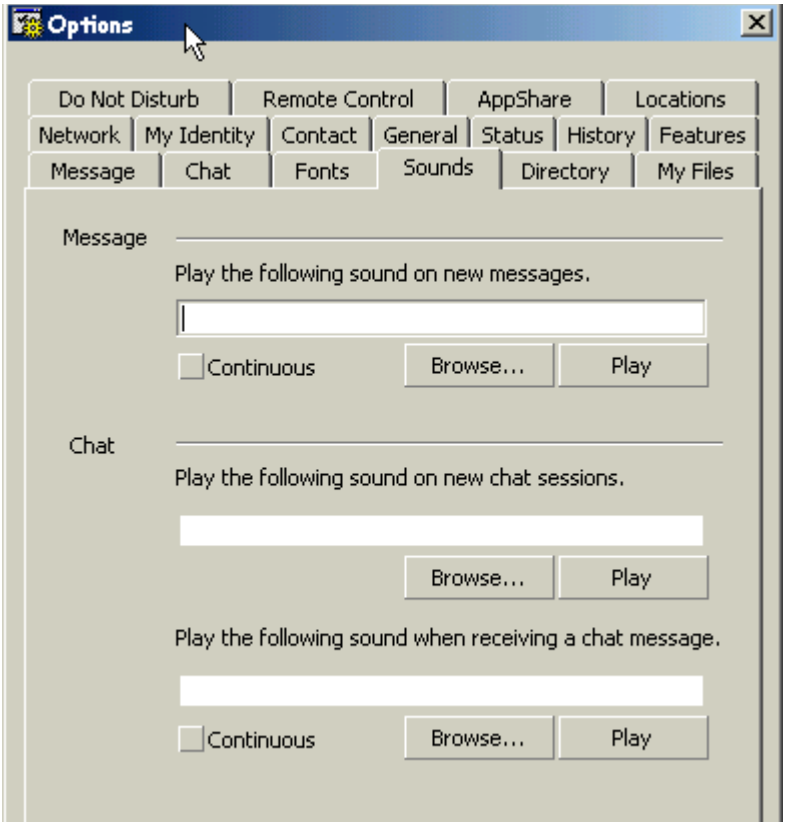
If you have an active sound card installed, e/pop plays the sound through the sound card. An option for continuous play is available until the message is recognized by moving the mouse over the window, or typing into the active chat session.

Note: In the event your computer is not equipped with a sound card, you can use the reserved word 'BEEP' to enable the PC speaker instead.

Select the following options as desired:

- **Message** - Plays the selected sound when a new message arrives.
- **Chat Session** - Plays selected sound when you are invited into a new chat session.
- **Chat Message** - Plays selected sound when a new chat message is posted in an active chat session.

Figure 8-13
Sounds Options



Directory Options

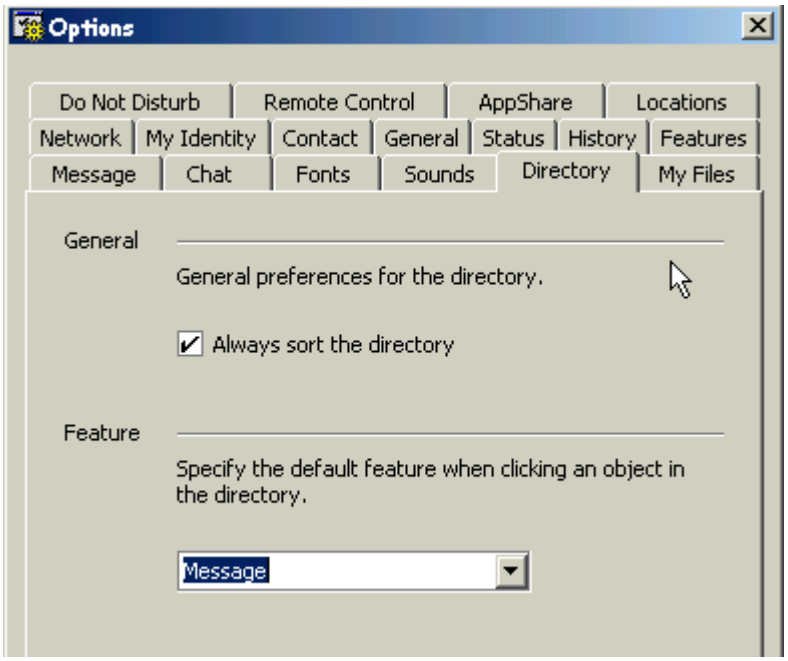
Use Directory options to specify which feature (task) e/pop starts when you select a user or a group in the Directory.

General Select a the general preferences for the directory.

- **Always sort the directory** - When checked the directory is sorted when selected.

Feature Select a default feature to be used when double clicking on an object within the Directory.

Figure 8-14
Directory Options



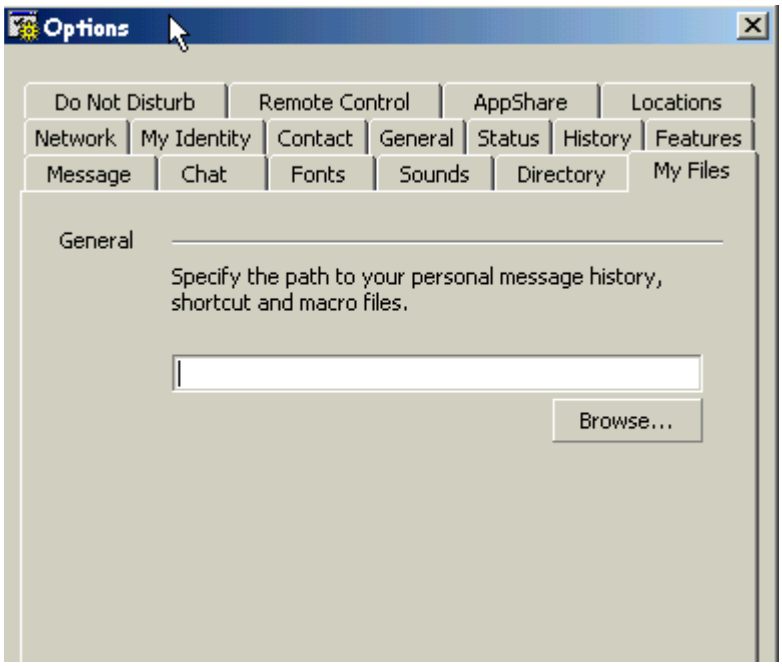
My Files Options

Use My Files options to specify the path to your personal history, shortcut and macros files.

The default installation directory for e/pop and your personal history file is the following:

```
C:\Program Files\Wiredred\Epop
```

Figure 8-15
My Files Options



Do Not Disturb

Use the Do Not Disturb options to control how messages and chat sessions are handled when you activate e/pop's Do Not Disturb mode. When you are in the Do Not Disturb mode, your user icon changes from green to yellow in the Directory so that other users can see you are busy or unavailable.

Chat windows

Enable or disable the following:

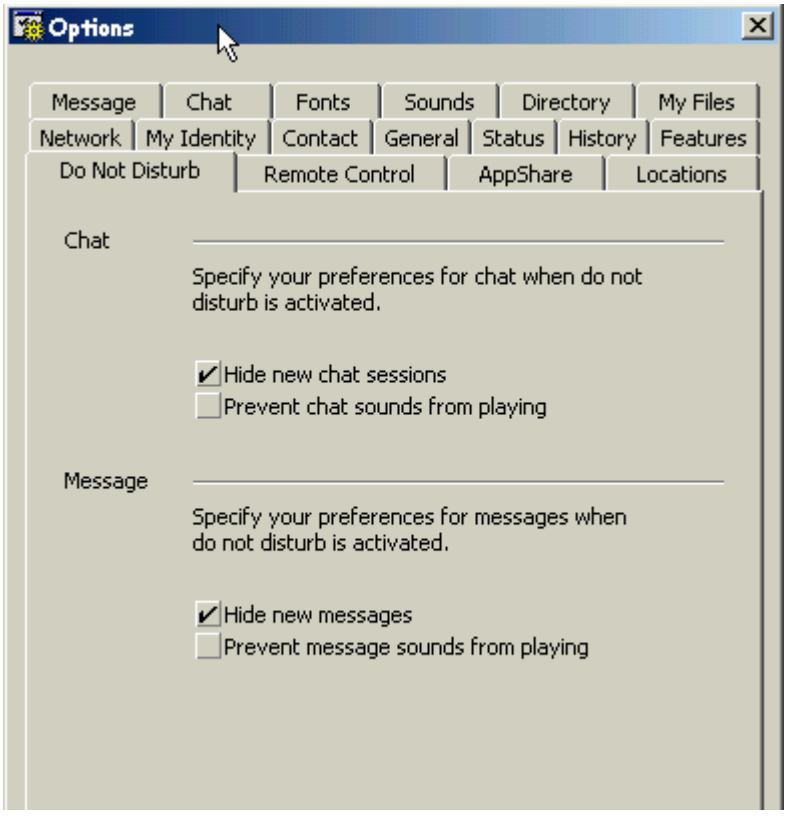
- **Hide new chat sessions** - (Default) If enabled, new chat sessions do not pop up on your screen.
- **Prevent chat sound from playing** - If enabled, prevents any sound from playing when a chat message arrives or a new chat session is created.

Messages

Enable or disable the following:

- **Hide new messages** - (Default) If enabled, new messages do not pop up on your screen.
- **Prevent message sound from playing** - If enabled, prevents any sound from playing when a message arrives.

Figure 8-16
Do Not Disturb Options



Remote Control

Use the Remote Control options to specify whether or not the remote icon displays, to control access to the host computer keyboard and mouse, and to set up specific passwords for remote control.

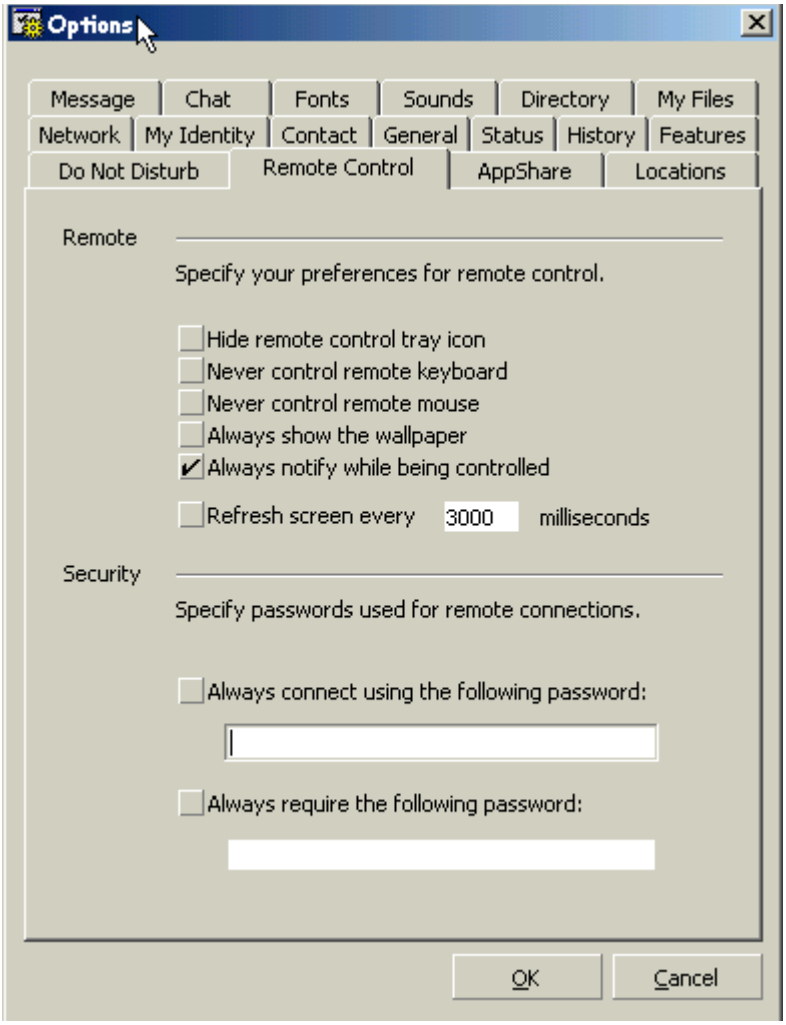
Remote Enable or disable the following as desired:

- **Hide the remote control icon** - If disabled, remote control icon does not display in the system tray on the host computer while remote controlling.
- **Never control remote keyboard** - If enabled, prevents control of host computer's keyboard.
- **Never control remote mouse** - If enabled, prevents control of host computer's mouse.
- **Always show the wallpaper** - If enabled, prevents the wallpaper from displaying. This speeds up the remote control session.
- **Refresh screen every <n> milliseconds**. - If enabled, the host screen refreshes at the interval specified.

Security Enable or disable the following as desired:

- **Always connect using the following password** - Enter a password for controlling a host computer.
- **Always require the following password** - If enabled, a password is required before a user can remote control the computer.

Figure 8-17
Remote Control Options



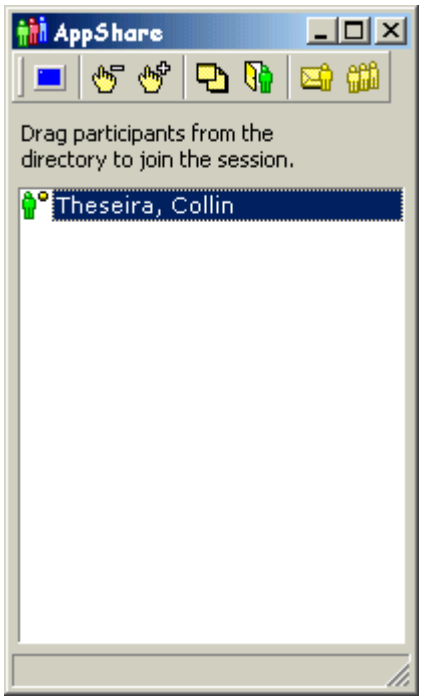
AppShare

Use the AppShare options to specify screen-refresh preferences during application sharing.

Enable or disable the following:

- **Refresh screen every [n] milliseconds** - If enabled, the host screen refreshes at the interval specified.

Figure 8-18
AppShare Options



Locations

The Locations option allows you to specify preferences for your startup location.

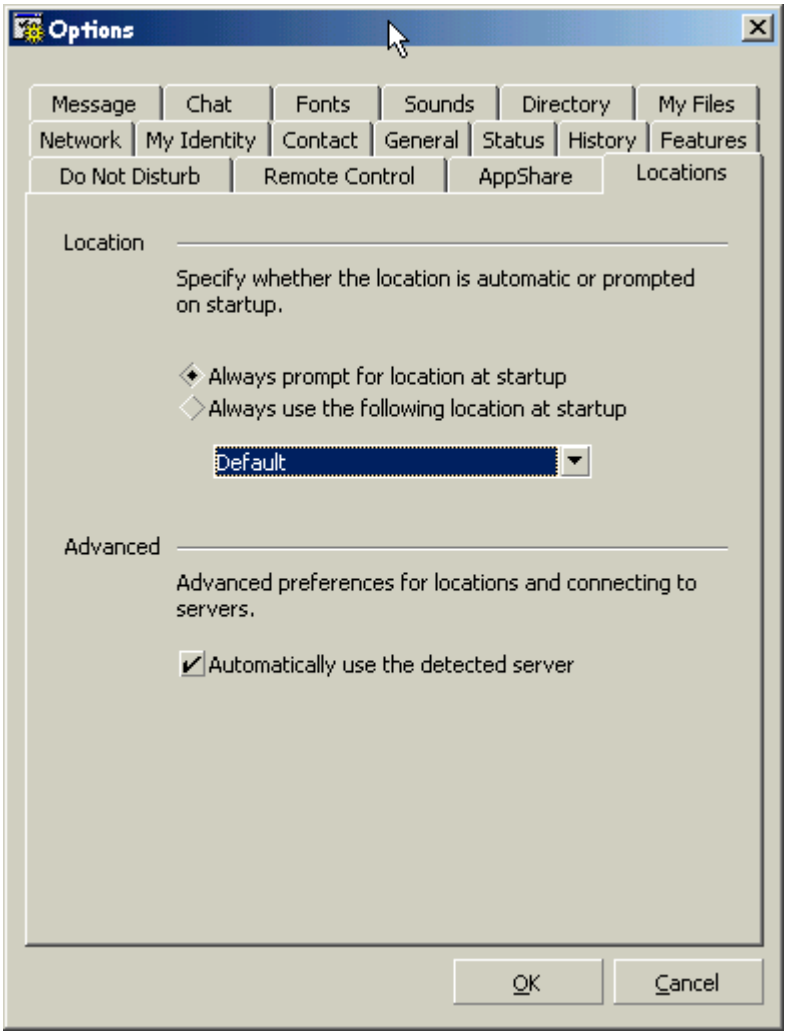
Location Specify whether the location is automatic or prompted on startup.

- **Always prompt for location at startup** - Default, when enabled you will be asked to select a location at startup.
- **Always use the following location at startup** - The location displayed in the pull-down will be used.

Advanced Advanced preferences for locations and connecting to servers.

- **Automatically use the detected server** - Will attempt to detect any e/pop servers on the network if selected (Default).

Figure 8-19
Locations option tab



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